

## **Appendix K – Complaint Logs from 2008-2012**

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



GENERAL COUNSEL  
S. CURTIS KISER  
(850) 413-6199

Public Service Commission

June 21, 2012

VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, D.C. 20554

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is a copy of Florida's relay complaint summary for the period of June 1, 2011, through May 31, 2012. Florida received 36 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact Bob Casey at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

/ s /

Cindy B. Miller  
Senior Attorney

CBM:tf

cc: Mark Stone, FCC Consumer & Governmental Affairs Bureau  
Division of Regulatory Analysis (Salak, Casey, Williams)

# **Florida FCC 2011 - 2012 Complaint Log**

## Complaints made to Sprint Relay

Complaint Tracking for FL (06/01/2011-05/31/2012). Total Customer Contacts: 35

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/24/11	A Customer was upset that the supervisor who responded to a call with this Relay Operator called him/her a bad name and hung up so fast that he/she could not apologize for the behavior displayed toward the operator. The operators number listed the numbers 666 and this made the customer nervous causing them to call the operator things like "hell lake of fire", "Satan", and "Lucifer". The Customer felt bad for calling the operator these names and wanted a chance to apologize. An apology was made for the inconvenience and the customer was assured that this information would be forwarded to the appropriate manager. A phone number was provided for follow up. The customers name was not provided.	06/24/11	A complaint was made toward the Supervisor on duty, not the operator. Further investigation by Communications Manager indicated the caller was complaining about someone named "Sherry." There is no Supervisor at this center by that name. Three attempts to reach the caller were made, but there was no answer.
2	06/28/11	A Customer made 3 calls to Customer Service and each call was garbled. Finally after the customer could be read, the Relay Operator typed while she was typing, gave wrong facts to her and had no professionalism. Her original concern was a call regarding her phone number not being blocked or given to a company she called on Sunday. She had dialed '67 then 711. When the customer got her order, her phone number was on the order. Her main concern was how the Relay Operator treated her.	06/28/11	An attempt to contact the customer was made to get more specific information and there was no answer. We finally spoke with the customer and apologized for the incident. The Customer was educated about Caller ID blocks and she said she appreciated the information.
3	06/28/11	The Relay Operator kept typing "Message garbled." It seemed like the Communication Assistant wasn't trying to help me place a call or willing to get a supervisor to come on the line to assist.	06/28/11	The Relay Operator followed proper procedure. Along with sending the macro "your message is garbled" the Relay Operator disabled turbo code and reduced the typing speed. The message continued to come across garbled and the Relay Operator was unable to read the customers messages.
4	07/07/11	A customer call and a Spanish operator was requested and the operator would not connect the customer. The operator said only that they could not do that and that they would disconnect. An apology was given to the customer and they were assured that the Relay Operator will be followed up with. The customer was offered a transfer to a Spanish operator. The customer did not request a follow up.	07/07/11	In following up with the Relay Operator, proper procedure was reviewed and the Relay Operator is now aware of how to transfer to a Spanish Operator.
5	07/11/11	A Customer called and got a Spanish operator that kept saying that the message was garbled. The Customer typed the same thing nine times before hanging up. The Customer stated that before the operator number she received "ICMY" and then the operator number. An apologized was made to the customer and the customer was thanked for the feedback. Follow up was offered and the customer provided a mailing address for follow up by mail. A Supervisor clarified with the customer about the "ICMY" before the operator number and the caller stated that it was typed by the operator in the initial greeting.	07/11/11	This is a Technical Complaint. Program Managers/Account Managers are responsible for Technical Complaints. An email was sent to Operations to clarify "ICMY" and if a Trouble Ticket was issued. A letter was composed and mailed it to this customer using the explanation already provided by the supervisor to the customer. Clarification: Did not use the supervisor's comment in the letter since it was not a resolution. The technician stated that "engineering is aware of the garbling issue with regards to "ICMY" among other letters appearing before the operator number and worked on it". The Customer has not called our Customer Service department back to question this issue.
6	08/18/11	The Customer stated that they have a right to ask for another Relay Operator even if they are in the middle of a call. The Supervisor was discriminating against the customer in every call.	08/18/11	A call was set up with the Supervisor and the customer on the Outbound line and information was relayed Inbound as required. The Customer of was informed of relay protocol. A letter was sent to the customer via email per the follow up request.
7	10/01/11	Technical - General	10/11/11	The Customer reported that several callers received a busy signal when trying to reach her. The Customer Service Representative was able to place several successful captioned calls to the CapTel user. The Customer Service Representative shared the customers experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. We confirmed that the customer is now able to reach this number successfully with captions.
8	10/09/11	A TTY Customer placed a call and asked the relay Relay Operator to describe all voice emotions and tones, which the Relay Operator did not do. At the end of call when the customer asked for voice tones, the Relay Operator replied that they "can't identify a voice emotion". The Customer was very unhappy because they had always had voice tones typed out for them until this time. The Customer Service Representative apologized for the call and promised to take down a complaint against the Relay Operator. The Customer requested a follow up email regarding this complaint.	10/09/11	The Relay Operator was coached on the importance of following the customers instructions and relaying voice descriptions. Customer service is a top priority and relaying background info and voice descriptions are a must.

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9	10/17/11	TTY customer states that the Relay Operator did not follow her instructions to redial 10 times. The Relay Operator said he can only redial once and then she would have to ask again to redial and continue this way until they had redialed 10 times. The customer was apologized to and requested follow up via email.	10/17/11	The Relay Operator was coached on honoring all redial requests/instructions from customers. The Relay Operator stated he now fully understands how to properly handle this type of request in the future. A follow up email was sent to the customer per her request.
10	10/20/11	"The Relay Operator hung up on me."	10/20/11	A Supervisor met with the Relay Operator in regards to this complaint. The Relay Operator remembered specifically that he had a call at this time that froze up and disconnected the caller. A Trouble ticket was entered and closed as a one-time technical issue with the station.
11	10/31/11	Accuracy of captions	10/31/11	A Customer shared feedback regarding the accuracy of captions and stated that sometimes he experienced incorrect words. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant number of any future calls to allow us to take specific action with the Communications Assistant captioning the call.
12	11/04/11	The Customer complained, that the caller reported, that the Communication Assistant didn't type "your welcome" or "have a nice day" after she closed her call by typing "thank you". Customer Service responded, apologized and told her the report would be sent to the call center supervisor. The Customer requested follow up.	11/04/11	The Relay Operator was coached on the importance of demonstrating a warm and friendly demeanor when speaking with the customer. E-mail follow up made as requested.
13	11/15/11	Technical - General	11/30/11	A call to a CapTel customer would not connect. A test call from the Customer Service Representative did connect correctly. The Customer Service Representative shared the customer's experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. We confirmed that the customer is now able to reach this number successfully with captions.
14	11/30/11	Technical - General	12/09/11	A Customer's nephew reported getting a busy signal only when calling from his land line phone to his aunt's CapTel. Technical support provided the customer with a remedy by re-routing the callers calls through a different carrier. The Customer Service Representative confirmed that this adjustment resolved the customer's experience.
15	12/03/11	Technical - General	12/08/11	A Customer reported seeing a Long Distance message on his screen. Further research showed that a local call was being routed as a long distance call. Technical Support made an adjustment in the system so that the call data shows the call as being local instead of long distance. The Customer Service Representative confirmed this adjustment resolved the customer's experience.
16	12/09/11	Technical - General	12/09/11	A Customer's nephew reported not being able to connect with the CapTel 800 through the captioning service. Telephone Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The nephew confirmed that he is now able to connect with his aunt's CapTel phone through the captioning service.
17	12/13/11	A Customer complaining about garbling only when numbers were coming out. The Customer said this always happens with Florida relay and all Relay Operators intentionally garble their messages. The Customer said he will be taking this to higher authorities and hung up after cursing at the supervisor. The Supervisor had no opportunity to respond to the customers complaint.	12/13/11	In observing the screen, the supervisor could see that the message was not garbled on the Relay Operators end of the conversation. A trouble ticket for garbling was submitted. A trouble ticket was opened but we were unable to follow up with customer to inform them of the action taken on the technical complaint.
18	12/17/11	Technical - General	12/17/11	A Caller to a CapTel user reported her inability to reach one specific number through the captioning service. One of the Telephone Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and customer is able to reach this number successfully.
19	01/07/12	The Customer said that the Relay Operator was being rude because the Relay Operator would start to type again after she had already given the go ahead. The Relay Operator kept typing over the customer. An apology was made to the customer and he was informed that the Relay Operator would be coached. The Customer is satisfied and does not want a follow up call.	01/07/12	The Operator was coached about caller control and the proper phrasing to use to inform the voice person when the TTY user is trying to interrupt.

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20	01/11/12	The Relay Operator did not do a good job on my relay call. My sister told me he would not type everything. The Supervisor asked if the caller had any examples of missed conversation and the caller said the Relay Operator was just not typing in general. An apology was made for the inconvenience and a follow up was offered on this complaint. The customer requests that a supervisor will follow up with his sister via voice and appropriate contact information was provided.	01/11/12	A supervisor followed up with the Relay Operator and reviewed the proper procedure for relaying calls. The Relay Operator did not remember the call and feels that this would not have been done intentionally, but will be more aware of typing verbatim in the future. The Supervisor followed up with the customer and the customer was pleased with the result of the coaching of the Relay Operator and thanked us for our follow up.
21	02/07/12	A Florida TTY user complained that the Relay Operator did not inform them that static could occur after their caller hung up. The Relay Operator apologized for the problem and explained that the Relay Operator supervisor would be made aware of the issue. Follow up contact was not wanted.	02/07/12	The Relay Operator claims that the customer connected on an outbound line with a lot of static. The Relay Operator relayed everything they could understand and offered to redial, but the caller said no, with profanity, and disconnected. The Relay Operator was coached on the importance of keeping the caller informed.
22	02/13/12	A Customer said that the Relay Operator couldn't hear him. Although his notes said VCO caller, the Relay Operator didn't put the call on VCO. An apology was made to the customer they were informed that the Relay Operator would be coached. The Customer was satisfied and did not request any follow up.	02/13/12	The Relay Operator was coached on following customer notes and to notify bridge personnel for questions. The Relay Operator understood.
23	02/17/12	There was a dialing issue with the customer being unable to dial a regional 800 number.	02/20/12	A Customer reported that she was attempting to reach an 800 number but got a department that could not transfer the call to the division she wished to reach. The Customer Service Representative advised the customer that an adjustment was made to how this regional 800 # would be routed to allow the call to reach the general number successfully.
24	02/20/12	Technical - General	03/06/12	A Customer reported that she is having difficulty calling her electric company on the CapTel 800. The Customer indicated that she can call her electric company's phone number without captions on the CapTel 800 but not with captions. Similarly the customer reported having the same experience when calling a different phone number for her electric company. Technical support did an adjustment in the system to allow the customer's phone calls to go through successfully. The Customer Service Representative confirmed that the customer is able to call both numbers for her electric company from the CapTel 800 successfully.
25	02/28/12	The customer stated, "First of all the Relay Operator said she announced the call but I didn't hear the TTY tones. Second she said that she couldn't complete the call because it was a 800 #. I have been calling this number for many years. My mother is the TTY user. Your Relay Operator argued with me about this." The Relay Operator called over the Supervisor and said they tried to connect the call but it would not. The Supervisor dialed the number and connected the call which was an 800 # and connected to a TTY. The caller wanted to make sure that someone spoke to her about her attitude and the caller was apologized to.	02/28/12	The Relay Operator said she and a Supervisor kept getting an error message when trying to out dial, but it finally went through on its own. They submitted a trouble ticket. The Relay Operator was coached on following customer instructions and keeping the customer informed of call changes.
26	02/28/12	The Customer stated, "She likes to play games and say she can't read me or can't set the machine. It is coming across perfect to me on this end. She kept saying it's garbled. Please talk to your Relay Operator about how to work her machine." An apology was made for the inconvenience and we let the customer know it has been documented.	02/28/12	The supervisor met with the Relay Operator and reviewed the proper procedure when dealing with a call that is garbling. The Relay Operator was aware of this call and did try to correct the issue but was unable to. A trouble ticket was not filed out for this garbling issue and the supervisor did coach the Relay Operator on the importance of trouble tickets so that our technicians can attempt to find a resolution to any technical issues that may arise.
27	02/29/12	A Customer complained that the Relay Operator was using an inappropriate tone of voice. The Customer asked the voice caller why they were impatient or annoyed, and the voice caller hung up after saying that they were not impatient or annoyed. The Customer is mad that the operator misunderstood the tone of voice of the voice caller. A Supervisor was not able to speak with the customer since the customer hung up before more information was gathered.	02/29/12	A Supervisor was not able to speak with the customer since the customer hung up before more information was gathered.
28	03/30/12	A Florida TTY user called to complain that they were getting an error when trying to access the internet website <a href="http://www.sprintrelayonline.com">www.sprintrelayonline.com</a> . Customer Service apologized for the inconvenience and opened a Trouble Ticket. The Customer did not request follow up.	03/30/12	This has been resolved and the Customer did not request follow up.

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29	04/07/12	A TTY user stated that the Relay Operator stopped responding twice during a call. The Relay Operator never sent the dialing out macro. The Relay Operator started typing the recording but then abruptly stopped typing and the TTY user typed "hello q hello q hello q." The Relay Operator never responded. After waiting for a little over a minute the TTY user decided to hang up. A Customer service representative apologized to the customer and stated that the information would be passed along to the appropriate parties. The Customer requested follow up via email.	04/07/12	The Relay Operator was coached on correct call procedures. A follow up email was sent to the customer.
30	04/21/12	A Customer's daughter reported both CapTel phones were not working.	04/26/12	A Customer Service Representative also confirmed that a regular phone did not get a dial tone at either phone jack and referred the caller to the phone service provider for further assistance. This resolved the customer's experience.
31	04/24/12	A Customer's daughter reported that no phones in the home have a dial tone.	04/24/12	A Customer Service Representative advised contacting the telephone service provider for assistance.
32	05/01/12	Internal Update Performed	06/13/12	A Supervisor spoke with the Relay Operator. He could not remember any specifics of this call. The Relay Operator is aware of the consequences of disconnecting a call or the need to report any technical issues. The customer was called back at the contact number given to get more details of what occurred. The Supervisor spoke to three different people in the household; all stated they could not remember placing any complaints. The ticket was closed out.
33	05/02/12	A Customer reported that the outgoing calls they made today rang four times and then there was no audio however the call still connected and the call was captioned.	05/03/12	The Relay Operator on the call logged a trouble ticket noting the same experience as the customer. Further investigation identified a work station issue which was corrected. The Customer has since made successful captioned calls.
34	05/03/12	A Customer was having difficulty reaching a particular number using her CapTel phone.	05/16/12	Technical support made an adjustment to how the customer's captioned calls routed and this resolved the experience. A Customer Service Representative confirmed that the customer is now able to make captioned calls to the number in question.
35	05/07/12	Customer's helper reported that upon set up at a new location the CapTel does not reach a dial tone.	05/07/12	Customer Service Representative advised contacting the telephone service provider to ensure that the service has been switched to the customer's new location.

**Complaints made to Florida Public Service Commission**

36	06-06/11	An inmate of a Florida Civil Commitment Center alleged he was being discriminated against because he was only allowed to make collect relay calls.	06-20/11	The investigation showed that both hearing and non-hearing inmates making outgoing calls are required to make collect calls. No discrimination found.
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COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
BETH W. SALAK  
DIRECTOR  
(850) 413-6600

## Public Service Commission

June 19, 2009

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th St., SW  
Washington, D.C. 20554

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms. Dortch:

Enclosed is an original and four copies of Florida's relay complaint summary for the period of June 2008 through May 2009. Also enclosed is a compact disc containing the same complaint summary.

Florida received 84 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact me at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

*Robert J. Casey*

Robert J. Casey  
Public Utilities Supervisor

Enclosures (6)

cc: Arlene Alexander, FCC Consumer & Governmental Affairs Bureau  
Division of Regulatory Compliance (Salak, Harvey)  
Division of Service, Safety, and Consumer Service (Moses)  
Office of General Counsel (Tan)





# **FLORIDA FCC COMPLAINT LOG**

**June 1, 2008 – May 31, 2009**

**Complaint Tracking for FL (06/01/2008-05/31/2009). Total Customer Contacts: 84**

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/07/08	A voice customer said that the agent was very rude. The customer said that they could not hear the agent and when they asked them to repeat, the agent was rude. The complaint was made on 6/5/08 but the customer said the incident happened around June 2 or 3. The complaint was forwarded to the correct center. No follow-up was requested.	06/07/08	There is no such agent ID number.
2	06/09/08	A customer contacted Customer Service via email at 9:09 PM on 6/6/08 and stated: "She is very nasty and hateful to us, most times she won't let the calls go through and when she does put it through she is saying sarcastic remarks about my husband being deaf and in prison. Also she tells other operators not to answer him when he dials. Some complaints have been forwarded to the ADA concerning her making fun of the deaf. Family members are not deaf and we hear the awful insults." Customer Service replied via email that the report was sent to the call center supervisor. Follow-up was requested.	06/09/08	A supervisor coached the agent on proper call handling procedures and to always provide the best quality service. A follow-up email was sent to the customer on 6/9/08 letting them know the resolution.
3	06/16/08	A TTY customer's branding has changed from TTY to BRDU and they have been trying all week to find out how to fix it. The problem started 6/10/08. I apologized and opened a trouble ticket. No follow-up was requested.	06/16/08	Customer Service verified the branding. The only reason the branding may not have been updated is the ani.dat file wasn't updated on both call controllers. The issue is now resolved and the customer did not request follow-up.
4	06/16/08	Accuracy of captions	06/16/08	A customer shared feedback regarding the accuracy of captions. Customer Service advised them that it would be most helpful to have a sampling of what they are seeing to determine if the captioning is affected by phone line quality (dropping characters in the words) or actual CA performance. The customer was told that if she documents the date, time, sample errors and CA number, we can do specific follow-up with the captionist at the Call Center. We can also advise the customer whether their was caused by poor data connection quality or a CA at the Captioning Service. The customer chose not to provide specific follow-up.
5	6/17/2008	Billing - General	6/17/2008	Confirmed with the customer that the default relay carrier billing charges appear on his bill prior to customer's carrier of choice registration date, due to his home carrier of choice not being registered with CapTel. Explained to customer that now that he is registered, he will receive billing according to his home carrier of choice. Advised consumer of the many ways carrier of choice registration is brought to CapTel consumer's attention.
6	06/18/08	A caller requested that the agent not type recordings. The agent typed a short recording which stated that the number dialed was not accepting calls, because the agent thought it was important for the customer to know.	06/18/08	The Team Leader explained to the agent that she could understand why they were trying to be helpful in this situation, but to always follow customer instructions no matter what. The agent understood and apologized.
7	06/18/08	Technical - General	06/18/08	A long distance network problem was identified where calls were routed through an incompatible network using VOIP lines, causing data connection difficulties. The problem was resolved by technical support by routing calls through an alternate network. I confirmed with the customer that this remedied the circumstance.

8	06/26/08	A customer says that all of her calls through the relay service are garbled. She has tried to adjust the settings on her phone to no avail. Customer Service responded by apologizing for the problem and assuring her that we would turn in a trouble ticket. A trouble ticket was opened.	06/28/08	The Relay Program Manager will transfer this complaint to the correct Relay Program Manager who handles Florida. I attempted to reach customer 3 times on April 19 - there was no answer and no answering machine to leave a message. The trouble ticket explained the resolution. The Relay Program Manager attempted to call customer 3 times but there wasn't a way to leave a message.
9	6/27/2008	Billing - General	6/27/2008	Collected information and took appropriate action.
10	06/30/08	A customer complained that the agent was playing games and typing slowly.	06/30/08	A supervisor followed up with agent, who stated she had slowed her typing speed down to try and correct garbling from the TTY user. The typing on the agent's end was accurate. This was no agent error and no action was taken.
11	07/03/08	Around 8:45 PM a VCO customer called in requesting to speak to a supervisor regarding an issue of agents disconnecting his calls. The customer said that he is having difficult time trying to place calls and that seven times in the last hour agents disconnect him after saying that they cannot place a call from a correctional facility. I explained that I was unable to transfer this call to a specific supervisor and suggested that he should discuss this with Customer Service, which he declined. I also stated that I could not follow-up without Agent IDs being given. The customer wants a resolution, so this was referred to the account manager for follow up via mail.	07/03/08	No specific agent IDs were given for coaching. The supervisor walked around floor reminding agents about the proper procedure for handling correctional facility calls. The complaint was forwarded to the account manager for follow-up.
12	07/07/08	The customer stated that at approximately 2:45 PM today he got agent and provided the calling to number. When he did not receive any response, he provided the number a second time, but there was still no response. The customer then typed "hello qq ga" and nothing was typed back. The customer had to disconnect the call and redial into relay, which he finds very frustrating. I apologized for the inconvenience and assured him that this will be forwarded to agent's direct supervisor.	07/07/08	No follow-up with the customer was required. The agent did not hang up on the customer. The computer did a "memory dump" in the middle of the call, which automatically disconnects the call. This is a technical issue and not agent error.
13	07/14/08	Service - General	07/15/08	A customer shared feedback regarding the service of a specific captionist during some Spanish captioned calls. The Customer Service Representative apologized for the incident, thanked the customer for the feedback, and informed them that this information was shared with Captioning Service management so that the processing of Spanish captioned calls can be improved.
14	08/03/08	A TTY user said that this agent was very rude and refused to make a TTY to TTY call for him and told him he was calling from a jail. He tried to place this call approximately 12:50 PM. There were no customer notes indicating that the calling number was at a prison. I apologized and told him I would refer the complaint for follow-up. No follow-up with the customer was requested.	08/03/08	The complaint was forwarded to a supervisor for follow-up on processing calls and not arguing with customers. The agent was terminated for unacceptable behavior.
15	08/06/08	Disconnect/Reconnect during calls	08/06/08	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
16	08/07/08	A FL voice customer called to complain that he cannot reach his mother via FL relay. The line goes dead for 10 seconds and then he gets a recording informing him that long distance calls must be billed, and asking him to enter the number he is calling. He does not reach a live agent. He gets the same result whether calling the FL 800 number or 711. I apologized for the inconvenience and opened a trouble ticket. Follow-up was requested.	08/07/08	I called the customer twice and there was no answer, then I was able to leave a message on voice mail. The customer has not called back. The trouble ticket explained the resolution. The Relay Program Manager left a message on voicemail and has not received a call back.

17	08/09/08	A customer attempted to call Florida Relay on August 8th 2008 from 9:00 PM to 11:00 PM and was unsuccessful. She kept getting a message telling her to hold for a relay agent, but was never connected to an agent. The customer needed to get through to her doctor and was unable to do so. She is asking for a letter explaining that the relay system was down to be sent to her and her primary care doctor. The Customer Service Representative apologized for the error and recorded the customer's and doctor's addresses so a letter might be sent. No follow-up was requested.	08/20/08	A letter was sent to the customer on 8/20 with an explanation of a significant increase in call volume during this time frame on 8/8 and an apology for the inconvenience.
18	08/11/08	A caller reported that they could not complete a call by dialing 711 on 8/9/08 at 5:27 PM. The Customer Service Representative apologized for the inconvenience and provided the 800 VCO number. A trouble ticket was entered on 8/11/08 and follow-up was requested.	08/11/08	I contacted the customer to let her know that a trouble ticket had been entered. I also explained the resolution: a technician contacted the LEC, since they route the 711 calls. The customer appreciated the contact and explanation and thanked me for all of my help.
19	08/13/08	A caller reported that the CA kept saying over and over, "speaker no good, breaking down". It seemed that she wasn't paying attention and kept asking to repeat things. The Customer Service Representative apologized for the inconvenience and told him that a report would be sent to the call center supervisor. No follow-up was requested.	08/13/08	The complaint was forwarded to a supervisor for follow-up on possible equipment issues or paying attention to call. A supervisor spoke with the agent about the call. She remembered the call and said that it appeared that the hearing person's voice kept cutting in and out, as if they were on a cell phone, and she had to have them repeat. She wanted to let the TTY user know this to keep them informed. This appears to be a technical issue and not agent error, so no action was taken.
20	08/19/08	A TTY customer made a call through FL Relay on Friday, 8-15-08 at approximately 4:00 PM ET to his doctor's office. The operator indicated that a male voice at the office made an appointment for him today, Tuesday, 8-19-08. When he arrived for his appointment, the doctor's office advised him that he did not have one and that they had never received a call from him via Relay last week. The TTY customer does not believe the Relay operator made the call and lied to him. I explained to the caller that Relay operators make all calls requested to each and every number. I also advised that a complaint would be entered regarding the problem he reported. The customer requests follow-up contact.	08/22/08	The complaint was forwarded to a supervisor for follow-up. This could have been a technical issue and the operator may have thought that the message was left. This agent was not working during the time of the call. The complaint closed as non-agent error.
21	08/28/08	A customer complained that only one French agent was available.	08/29/08	The caller was advised to transfer to English to process an English relay call.
22	08/28/08	A customer stated that when they dialed relay, they connected to the same operator on two different occasions, one hour apart. When the operator dialed the call, the customer was disconnected after 15 seconds on each occasion. The supervisor apologized for the inconvenience.	08/28/08	A Supervisor Assistant explained that the description indicates there may have been a technical issue at the workstation and requested information from the customer that would allow a technician to check for issues. The customer did not want to provide details or contact information for the technician. The supervisor apologized for the inconvenience and said the information would be passed to the center. A team leader met with the agent on 8/28/08 and went over proper disconnect procedures and that intentionally disconnecting calls can be a terminable offense. Also discussed that if calls are dropping due to technical problems that a supervisor needs to be notified immediately. The agent understands.
23	08/29/08	Service - General	09/02/08	A customer shared feedback regarding the service of some captionists during some Spanish captioned calls. The Customer Service Representative apologized for the incidents, thanked the customer for the feedback, and informed them that this information was shared with Captioning Service management so that the processing of Spanish captioned calls can be improved.
24	08/29/08	Disconnect/Reconnect during calls	09/02/08	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence.

25	08/30/08	A customer complained that the FL TTY number could not be reached, there was only a beep and then a disconnect.	09/02/08	Customer Service tested the number on 9/2/08 at 8:20 AM and it was answered after one ring and is working perfectly.
26	08/30/08	This customer called in about problems connecting to their client, a TTY user. This has happened on several occasions but the most recent was August 30, 2008 at 7:36 PM CST. The person is upset about the inconvenience. Customer Service provided her with the Florida Relay number and recommended she try using that number directly instead of the 711 shortcut. It was also recommended that she try contacting her phone service. Follow-up was requested.	08/30/08	I contacted the customer for follow up, who reports "everything is fine; it's working." The customer is using cell phone and Info digits from Metro P are not sending. The customer's line was branded for Voice.
27	08/30/08	The customer complained that the agent did not keep the TTY user informed while processing a call using a prepaid calling card (i.e. recording playing, entering info, your balance is...).	09/05/08	I met with the CA and went over procedures on how to do a calling card call and how to keep the caller informed as to the steps being taken to complete call.
28	08/31/08	The caller reported that he could not reach a Creole agent and wanted Customer Service to try calling the Creole number.	09/02/08	A Customer Service Representative tried the number and reached an agent, but the customer was not satisfied with the result. Follow-up was requested from the Account Manager, who has dealt with this customer in the past. The Relay Program Manager emailed the customer on 9/8 and 9/12 to provide support and explain the reason for closing the customer's in-state call center. On 9/30, a Customer Service Representative explained to the Relay Program Manager that this customer has been rude many times, several times on many days, to Communication Agents and supervisors--using derogatory, abusive, and threatening language towards all Relay employees and then disconnecting the calls. After discussions with various team managers, it was decided to temporarily block this customer, especially given their prior history of such actions.
29	09/05/08	The customer complained that the agent did not keep the TTY user informed while processing a call using a prepaid calling card.	09/05/08	I met with the CA and went over call procedures for using a calling card and how to keep the caller informed on the steps taken.
30	09/09/08	The customer states that when French Creole agents take his calls, the computer seems to skip some text and letters are missing, making the conversation hard to read. This only happens on French Creole calls. Relay Customer Service responded by apologizing for the problem and assuring the caller that a trouble ticket would be turned in with the problem as stated. A trouble ticket was opened, no call back was requested but he would like the problem fixed.	10/09/08	Trouble ticket #6995777 has been filed. The on-site technician has indicated that there are no further problems.
31	09/10/08	Accuracy of captions	09/10/08	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident, thanked the customer for the feedback, and informed them that this information was shared with the appropriate captioning service staff for follow up. I also suggested that the customer document the date, time, and CA number for more specific follow up.
32	9/12/2008	Billing - General	9/12/2008	Phone company reimbursed customer for the bill. Customer satisfied.

33	09/13/08	A customer placed calls today (9/13/08) at two different times where the greeting and relay were in Spanish. The caller prefers English. This also happened several months ago and the customer believes it is due to an "auto branding" and should be cleared by technical support for good this time. The customer also wants a note in his profile making it clear that no changes should be made to his profile without specific instructions and consent. I apologized to the customer, selected English as the language preference in GUI, and made a note per the customer's instructions. I also informed the customer that the problem would be sent to technical support for resolution. Follow-up was requested.	09/13/08	I checked the customer's database profile to be sure English was selected as the answer type. A note was put in place per customer instructions.
34	09/14/08	A customer experienced multiple disconnects while placing calls through relay. As soon as the operator's greeting was received, the call would end. I apologized to the customer and informed them that this issue would be forwarded to technical support for resolution. Follow-up was requested.	09/14/08	The disconnects were a result of the call coming in Spanish instead of English. The database profile was updated per customer request to select English as the preferred language. The customer was contacted via email as requested.
35	09/20/08	A customer called complaining that they were unable to reach a Creole Agent in the Jacksonville Center. They wanted the complaint documented because they are unhappy with the switch over from the Miami Center. When there was a Miami Center, they were always able to get Creole Agents, but he says now he never gets one. The Customer Service Representative apologized for the unavailability of a Creole Agent in the Florida Center and listened to the Caller's complaints. The caller requests follow-up by email.	09/20/08	The Relay Program Manager provided support and answers to this customer; however, after discussion with various team managers, it was decided to temporarily block this person from using the Relay service since they continued to use derogatory, abusive, and threatening language to all Relay employees, despite frequent attempts to explain via phone and email that this is not tolerated.
36	09/29/08	A VCO customer reports that she is unable to properly connect with FL Relay and waits on line for long periods of time before reaching an operator and sometimes gives up. The customer previously reported this problem on 9-23-08 and stated that they need the problem fixed now. The previous customer complaint and trouble ticket had been entered on 9-23-08. The customer stated they were contacted by someone and advised they were working on the problem. A trouble ticket was opened and the customer requests contact ASAP.	04/22/09	I called the customer twice and there was no answer. I called again and was told that the customer no longer lives there. The trouble ticket explained the resolution. As the previous representative mentioned, the customer no longer lives at this number.
37	10/05/08	The customer states that the agent refused to connect his call; he attempted to connect TTY to TTY then hung up on outbound. He said he wouldn't make any more calls, as this has been going on for a while; it keeps hanging up. The voice never initiates the calls - they are always the outbound. I apologized and said that the call would be followed-up on. I asked if there was anything else we could do for him. A follow-up call is requested at 3:00 PM.	10/05/08	The agent is no longer with the company.
38	10/07/08	Technical - General	10/07/08	Technical support added this new area code/prefix combination to the system database, allowing the customer to successfully complete a captioned call through the Captioning Service.
39	10/08/08	A FL TTY customer states they requested to be transferred to Spanish, but were transferred to Customer Service instead. Customer Service apologized and no follow-up is needed.	10/08/08	The agent was coached on paying careful attention when transferring customers.

40	10/08/08	A customer complained that captions stop in middle of calls.	10/08/08	I advised the customer that the captioning assistant experienced no audio during this call, so sent a technical message noting difficulty and to hang up and try the call again. A subsequent test call yielded great captions and the issue is resolved.
41	10/15/08	A customer says she can no longer make long distance calls to her son or daughter when using the FL Relay Service. Relay Customer Service responded by apologizing for the problem and assuring her that a trouble ticket would be sent to further investigate the problem. A call back was requested and a trouble ticket was opened.	10/26/08	The trouble ticket indicates that " the ticket was transferred to me on 11/3. I contacted the customer and son/daughter and they stated that the problem has been resolved." This contact was closed.
42	10/20/08	A customer emailed to complain that the CA "lied to me and my husband and then hung up on us. My husband has this on his print-out from his TTY. She refused to connect us TTY to TTY and told my husband that I said the TTY user was unavailable. This is not true." She said her husband would send the tape to the ADA. The date and time of call were not provided. The Customer Service Representative replied that the report would be sent to the call center supervisor and if the callers could fax a copy of the TTY tape we would appreciate it. I provided fax number. Follow-up was requested.	10/20/08	The complaint was forwarded to a supervisor for coaching on disconnecting calls and TTY to TTY procedures. A supervisor met with the agent and coached them on the proper procedures for connecting TTY to TTY calls and explained that is the agent is unsure how to process any call to ask for assistance. Follow-up completed by supervisor on 10/24/08 via email.
43	10/24/08	Technical - General	10/24/08	After that telephone carrier identified and corrected a technical issue with the number the customer was trying to call, the user can now reach that number when dialing with captions.
44	11/03/08	The customer complained, "Operator typed horribly slow. Operator would not type certain phrases to mom causing confusion during the call. Kept typing extremely slow, kept pacing. Outbound user complained about her spelling. When I requested a supervisor she said one was not available." I apologized to the customer and assured them the information would be forwarded to the appropriate supervisor.	11/03/08	A team leader met with the agent on 11/3/08. The agent was informed that they are expected to meet the 60 WPM typing speed and at least 85 percent accuracy on all calls. The agent was told that if they are experiencing problems with processing a call to notify a supervisor immediately and they understand.
45	11/08/08	This user complained that for the past 2 months the voice person has not been able to call her friend using FL relay, as the call will not go through. The out dial makes funny tones and the call cannot be connected. This caller was also branded VCO, but is a hearing person who calls a VCO user. I apologized for the inconvenience and took her information down. I also changed her device status in the database back to voice and changed her long distance carrier to her new one. The customer requests a follow-up call.	11/12/08	The issue was assigned to Customer Service for further investigation. A trouble ticket was turned in on this problem. This complaint was transferred to the right Relay Program Manager who handles Florida. I left 3 messages on voicemail but did not hear back from the customer.
46	11/13/08	Technical - General	11/13/08	Customer Service has determined that the network is classifying this user's call as coin/non-coin/unknown. The CapTel platform was modified to accept this network classification for a residential user.
47	11/24/08	Accuracy of captions	11/24/08	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for incident and thanked the customer for bringing their experience to our attention. Customer Service suggested that the customer document the date, time, and CA number of any future calls to allow us to take specific action with the CA captioning the call. The customer chose not to provide specific examples at this time.

48	11/25/08	The customer complained, "Me and my family have tried all weekend to contact my mother. Her phone number is xxx-xxx-xxxx. When we dial the Spanish Relay the line just rings and rings but no one answers. Why is no one answering the FL Spanish Relay number? The number we called is FL Relay Spanish 1-877-955-8773." The customer requests follow-up.	11/25/08	I apologized to the customer and informed them that the issue was documented and would be looked into. A supervisor suggested disconnecting and trying again, as we had FL Spanish agents available at the time his complaint was taken. The customer said "ok" and then disconnected.
49	12/01/08	A FL TTY customer says he cannot get connected to two local numbers calling through the relay via 711. The calls are both local. Relay agents tell him the numbers "keep coming up silent". I apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	12/01/08	A message was left on a TTY answering machine on April 19 at 12:05 asking the customer to call back. 2 more messages were left on the answering machine and customer has not returned the calls. The trouble ticket explained the resolution. As the previous representative stated, 3 messages were left on the customer's answering machine on different days and times and the customer has not called back.
50	12/01/08	At 12:15 PM a customer stated that he is experiencing difficulty connecting to his family members at two separate telephone numbers. The operator would dial out to either silence or to ambulance tones. The customer stated that he tried 711, the FL 800 relay number, and also FRS but couldn't get through to the two numbers. The customer database indicates the long distance Carrier of Choice as Bell South, predetermined paid by Inbound. I apologized to the customer and a trouble ticket was completed on this issue. The customer wishes follow-up via fax.	12/01/08	The trouble ticket explained the resolution. I left messages for the customer and have not received a call back.
51	12/02/08	A voice customer stated that she is unable to call her mother via FL Relay due to getting a busy signal, but the number rings when dialed directly without Relay. I advised the customer that a trouble ticket and complaint would be entered. A test call was made from Relay Customer Service with an office desk phone and the line was busy. A trouble ticket was opened. Customer requests contact asap.	04/22/09	2 messages for the customer were left on voice mail. I called again and there was no answer or voice mail so I was unable to leave another message. The trouble ticket explained the resolution. Also, as the previous representative stated, voice messages left on the customer's answering machine were not returned.
52	12/09/08	Consumer education - USB	12/09/08	I provided the customer with information on the CapTel phone USB model.
53	12/09/08	Accuracy of captions	12/09/08	A customer shared general feedback regarding the accuracy of captions on their Spanish call. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. General feedback as received was passed on to Call Center Management. The Customer Service Representative suggested that if customer documents the date, time, and CA number of any future calls, we can take specific action with the CA captioning the call. The customer chose not to provide any follow-up detail.
54	12/16/08	The customer states that when they call the number, they receive a loud siren sound. This also happens when calling other numbers with xxx area code. On voice to TTY calls there is a lot of garbling. Voice messages aren't being left on his TTY answering machine. 711 is not working correctly. The customer says a Customer Service Representative previously told his son to set analog to digital, but the customer does not understand what that means. He reminded Customer Service that they have not returned his last two service complaints they submitted to technical support last month, and states that he does receive automatic answering calls on TTY. The customer requests follow-up via phone.	12/16/08	A trouble ticket was entered regarding the complaints listed. Unable to make contact with the customer at 12:40 PM and 12:55 PM. Referred to a Customer Service Representative for further questions/inquires regarding the type of TTY being used. Left a message on a TTY answering machine on April 19 at 12:05 PM for customer to call back. Left 2 more messages on answering machine but the customer has not called back. Trouble ticket explained the resolution. As previous representative stated, left 3 messages on customer's answering machine but customer has not called back.



55	12/19/2008	Billing - General	12/19/2008	Discussed billing and took appropriate action.
56	12/19/08	Service - General	12/19/08	I advised the program outreach trainer that a severe snow storm impacted staffing at the Captioning Service and confirmed that a customer's wait time was slightly longer than normally experienced. I advised that customers should let the call ring a few moments longer than the usual few seconds.
57	12/22/08	A FL voice user called to complain that he was receiving harassing phone calls through Sprintip. The Customer Service Representative apologized and no follow-up was requested	12/22/08	The Customer Service Representative explained the use of relay and provided instructions on further handling of phone calls. The customer did not request follow-up.
58	12/29/08	Disconnect/Reconnect during calls	12/29/08	I sent the customer information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce the occurrence.
59	12/29/2008	Billing - General	12/30/2008	Customer was referred to Sprint to address long distance charges imposed by the default Relay provider in order to seek possible reimbursement. Customer's preferred long distance carrier was not registered with CapTel, but was registered upon contact with us. Customer expressed appreciation for this assistance.
60	01/02/09	A supervisor came on the line, but the customer had not requested a supervisor. They explained that they were dissatisfied with the way the agent was handling the VCO call. The customer said that either the agent did not know how to process VCO calls or was badly trained. Then there was a click and the line went dead. The customer stated they called back into relay and requested him the supervisor by name and asked him why he had hung up. The supervisor said he did not hang up, that the line simply disconnected. The customer said that they had worked in relay for some time and did not know for the calls to unexpectedly "disconnect". The customer said, "I told him I was not happy with him (his tone was very short and he sounded upset) and was not happy with the "line disconnected" comment. We hung up." This customer prefers email responses and stated they would like follow with this and e-mail would be best. Customer would like follow up via phone.	01/02/09	The Relay Program Manager emailed the customer on 5/14 and left a voice message on his answering machine on 5/15 at 2:30 PM, inquiring if our Relay services have been satisfactory lately and to please email or call back. RPM made third attempt to contact customer and on 5/18 at 11:25 am, left a final voice message on answering machine with email address and call-back number.
61	01/02/09	A FL Voice user states that they have many problems while using Florida Relay, but the main one is that the relay operator was rude and interrupted the caller. The customer states that the supervisor also had a tone that was very short and sounded upset. Customer service received this complaint via email and apologized in a return email, assuring the caller that this would be looked into by the Program Manager. The customer would also like a follow up by the Program Manager via email.	01/02/09	The Relay Program Manager called the customer, apologized, and briefly explained about the Relay service.

62	01/12/09	This customer states that he cannot place international calls using his Verizon long distance. In the past, his database was altered to allow long distance calls to go through with "local override" due to a bug in the system with Verizon international long distance. Customer Service responded by explaining that the development team had informed Customer Service that the bug had been fixed and re-entered Verizon for international long distance in the Customer Database profile on 1/9/09. Due to this change, calls would not complete on 1/11/09. A trouble ticket has been entered by Customer Service and follow-up was requested.	01/12/09	A technician worked on and completed this issue on 1/13. They were unable to duplicate the issue, as test calls completed with no issues. On 5/8 at 4:30 PM, the customer was called and there was no answer. The Relay Program Manager called the customer on 5/11 at 11:10 AM and there was no answer. The Relay Program Manager called the customer on 5/14 at 3:55 PM and 5/15 at 2:05 PM but was not able to get a hold of them. Since Customer Service has not received further complaints from this customer, and since we have not been able to get a hold of this customer after three attempts, it is assumed that Relay services have been working well.
63	01/13/09	A voice customer is unable to dial out via the relay, the number shows as an unknown location so relay cannot dial out. I apologized and opened a trouble ticket. No follow-up was requested.	01/13/09	A technician worked on this issue on 1/14 and reports it is "...fixed with the recent VNH updates."
64	1/16/2009	Billing - General	1/16/2009	Changed phone company billing code for customer's long distance provider in our system due to long distance company changing to a different billing code. This change will ensure customer receives billing per their home account arrangement.
65	01/30/09	A customer reports that captions stop in middle of a call.	01/30/09	A customer shared feedback regarding captions stopping during a call and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. Investigation identified that the call had a trouble ticket indicating difficulty at the CA's work station. The customer acknowledged receiving the message, "Sorry experiencing technical difficulties please try your call again." This issue was resolved by center personnel immediately.
66	02/02/09	Consumer education - USB	02/02/09	Discussed the option of CapTel USB to have larger-sized text.
67	02/05/09	Disconnect/Reconnect during calls	02/05/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent an email with tips to reduce the occurrence.
68	02/12/09	A FL TTY user has been unable to make outgoing calls through relay for the past week. When she tries she gets a message that says, "Cannot proceed with out dial: Could not out dial, Invalid calling party number." The customer called their LEC, who said everything is fine on their end. I apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	02/12/09	On 2/13 a technician said: "The number is a valid number (Brandon, FL), forwarding ticket to Development to have the database updated." The database has been updated and the Relay Program Manager called the customer via their TTY number and was not able to leave a message. The Relay Program Manager called the customer via voice on 5/11 at 11:10 AM and left a message. The Relay Program Manager called the customer a 3rd time on 5/14 at 2:35 PM and left a final message on the voice answering machine, saying that it is assumed that relay services have been performing satisfactorily since we updated the database and have not heard further complaints.
69	02/25/09	A VOIP TTY customer reports that their location shows as "unknown" to Relay. The customer gets an "invalid number" message that interferes with Relay out dialing. I apologized and opened a trouble ticket. Follow-up was requested.	02/25/09	At 12:35 PM I left a message for the customer to return the call. A female stated that she doesn't know if the issue has been resolved. On 3/5, a technician updated the VNH successfully. The Relay Program Manager originally called customer via TTY about another complaint, as TTY was stated as the customer's preferred choice of communication; however, on this complaint, they said to call back via voice. The Relay Program Manager called the customer on 5/8 at 4:50 PM via voice and left a message on an answering machine asking them to call back. The Relay Program Manager called the customer on 5/11 at 11:10 AM and left a voice message inquiring if relay services were satisfactory and requesting a call back. The Relay Program Manager called the customer a 3rd time on 5/14 at 2:35 PM and left a final message on the voice answering machine, saying that it is assumed that relay services have been performing satisfactorily since we updated the database and have not had any further complaints from this customer.

70	03/10/09	Accuracy of captions	03/10/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call detail information was shared with Call Center management for follow-up with the CA by their supervisor. This was conveyed to the customer and they noted appreciation of the follow-up.
71	03/12/09	Accuracy of captions	03/12/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call detail information was shared with Call Center management for follow-up with the CA by their supervisor.
72	03/23/09	Captions lag too far behind voice	03/23/09	A customer reported that on a scripted recorded call she experienced additional seconds of delay with the captions.. The Customer Service Representative apologized for the incident and investigated it. A fast paced script resulted in extra seconds of delay as the captionist transcribed. The CA number was reported to their supervisor for monitoring and assistance. The customer's experience does not impact compliance with FCC rules for 60 WPM text transmission.
73	03/26/09	Technical - General	03/26/09	At 12:40 PM a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM, Captel's supplier re-established its link, allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. The customer confirmed ability to make their call.
74	03/27/09	Disconnect/Reconnect during calls	03/27/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent tips to reduce the occurrence.
75	4/1/2009	Billing Issue - Calling Card - unable to use	4/3/2009	CapTel Customer Service has determined that this user's calling card provider is routing the call through a VOIP network not compatible with CapTel. As an interim solution, CS mailed a prepaid calling card to customer to provide this consumer time to obtain a different company's calling card.
76	04/08/09	The customer reports that the operator did not follow his instructions on 4/8/09 at approximately 7:40 AM. His daughter's phone number is in the Relay database and he relies on the operator to know how to access his frequently dialed numbers. I apologized and explained that the supervisor will be notified. No follow-up was requested.	04/08/09	The frequently dialed numbers procedures were reviewed with the agent.
77	4/16/2009	Billing - General	4/17/2009	Discussed billing and took appropriate action.
78	04/17/09	Accuracy of captions	04/27/09	The customer shared general feedback regarding the accuracy of captions. The customer was asked for any specific detail that would help Customer Service follow-up with the Call Center personnel. The customer followed up days later and shared an example of 2 word errors. The Customer Service Representative apologized for incident and thanked them for bringing the specific information to our attention. The feedback as received was passed on to Call Center Management. The Customer Service Representative educated the consumer about how text is generated using voice recognition rather than typing, and that corrections will appear in < > brackets after a word error. The customer acknowledged that a correction was received during the call and expressed satisfaction with the details shared.

79	04/20/09	Accuracy of captions	04/22/09	A customer shared an example of a word error from a call that confused her. The Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The Customer Service Representative also educated the consumer on how text is generated using voice recognition, and that errors caught will appear in < > brackets after the error. The customer acknowledged that a correction was received during the call. The customer was encouraged to ask other the other party for clarification when desired to verify what was said, noting she can do so at any time during the caption transmission. The customer was satisfied with the support details shared.
80	04/22/09	Customer Complaint: The caller reported that when he dials the FL Spanish relay number, it is answered in English; and when he dials the English number it is answered in Spanish. He does not want his calls to have to be transferred each time to get the proper language. He is bilingual and makes calls through relay in both Spanish and English. He requested a trouble ticket be entered as was done in the past to correct the problem. The Customer Service Representative apologized for the inconvenience and told him the trouble ticket would be entered. He requested to be contacted via email with the resolution.	04/22/09	A technician stated on 4/27: "Per state contract, we have to do last-number branding look-up. I'll refer this to over to the business. The only possible solution that can be done is to request that a separate toll-number be set up for this customer or a design change which would have to come from the business side." The Relay Program Manager emailed technician on 5/8 for additional support. On 5/9, IT said: "We are currently fulfilling last-number branding look-up per state contracts. Since the customer is bilingual & if the customer wants an English agent but previously dialed in Spanish, the next call would route to Spanish per the state contract requirements & not English. In order to accommodate this customer's requirements in place of the stated contract and original requirements, it would require a new card to be opened for funding, new coding requirements & development work. The only other solution is loading separate toll-free numbers for the customer and route one to Spanish and one to English and not do branding look-up on these numbers." The Relay Program Manager emailed the customer on 5/11.
81	05/06/09	On 5/3/09 a voice caller stated she was on the phone with an elderly TTY user at approximately 615 PM EST when she asked the operator to repeat what she had just read. The operator rudely said they would not repeat and then the operator hung up on both the voice and TTY users. The voice customer wants a call back to confirm that the complaint reached the appropriate supervisor. I apologized and assured them that the complaint would be forwarded to the appropriate contact. Follow-up was requested.	05/06/09	I met with the CA on 5/12/09. The CA remembered call and stated that the voice person wanted them to repeat information that had occurred earlier in the conversation. When the CA told the voice person that they no longer had that information, the voice person replied, "Well you are the only operator who doesn't." The CA said the voice person became very upset and hung up. The CA denied hanging up on them and it appears to me that the CA was following proper procedures.  The Relay Program Manager, Operations, and the customer had several email communications about this; the last email to the customer on 5/14 stated: "[Sprint is] working with our Operations team on a different solution. This may take time because Sprint is already fulfilling the State of Florida's contractual requirements, so this is something that will take time to develop a new procedure--something 'extra' we are doing outside of our normal duties. [Sprint will] keep you posted." Since the state relay requirements are being met, this complaint is considered closed, yet Sprint will continue working on this new feature as an added bonus.
82	5/7/2009	Billing Issue - Calling Card - unable to use	5/7/2009	Investigated and informed customer that the calling card they are trying to use is going through an incompatible VOIP network thus preventing the call from connecting to the CapTel user. Provided an interim solution for the customer, and advised using a different calling card.
83	5/8/2009	Technical - General	5/8/2009	Customer reported a one-time isolated incidence where captions were not present. Investigated and explained to customer that captions failed to appear on a call due to a technical issue at the captionist's workstation. Apologized for this incidence. Customer was advised he can turn captions off and on again while still on the call to re-connect to the center and a new captionist. Customer satisfied.

84	5/18/2009	VCO customer states the agent doesn't pay attention to instructions and always does the opposite of what is requested. This time she requested that he save the msg and he deleted the msg from voice mail. This call took place 5/18/09 at approximately 6:00 PM CT. Apologized. No follow up requested.	5/20/2009	Team leader met with agent. Agent did remember this call and remembered accidentally hitting the incorrect key. Agent informed the caller of the mistake and verified all information as requested by the customer and then transferred them to customer service at their request. Went over call procedures and stressed the importance of following customer instructions at all times. Agent understands.
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STATE OF FLORIDA



DIVISION OF REGULATORY ANALYSIS  
BETH W. SALAK  
DIRECTOR  
(850) 413-6600

Public Service Commission

June 20, 2011

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street., S.W., Rm TW-B204  
Washington, D.C. 20554

Received & Inspected  
JUN 28 2011  
FCC Mail Room

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is an original and four copies of Florida's relay complaint summary for the period of June 1, 2010, through May 31, 2011. Florida received 121 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact me at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read "Robert J. Casey".

Robert J. Casey  
Public Utilities Supervisor

Enclosures (4)

cc: Mark Stone, FCC Consumer & Governmental Affairs Bureau  
Division of Regulatory Analysis (Salak, Trapp, Kennedy)  
Office of General Counsel (Miller)

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**Florida  
FCC Complaint Log  
2010 - 2011**



Complaint Tracking for PL (06/01/2010-12/31/2010), Total Customer Contacts: 121

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/03/10	Disconnect/Reconnect during calls	07/06/10	A customer reported that her captioned calls were cutting out and disconnecting. Investigation shows that the customer is experiencing excessive disconnections related to line type set up or line quality. Customer Service Representative sent customer information explaining the difference between a CapTel and a traditional phone and the need to maintain a steady data connection. Customer Service Representative sent an email explaining why disconnect/reconnect might be occurring and tips to identify the cause and reduce their occurrence.
2	06/25/10	The customer stated that the customer had typed questions in parentheses during the call and the Operator read the questions to the outbound. The customer was angry with the Operator and requested a new Operator. The Supervisor explained to the customer that the Operator cannot respond to the inbound or outbound individual while relaying a call. The Supervisor provided another Operator per the customer's request.	06/30/10	The Operator was following relay procedure by voicing everything typed. No follow up with Operator necessary.
3	06/30/10	A customer stated that they placed a call with an Operator and a recording was playing while on hold, and then the line disconnected. The customer wants to know why the call was disconnected. Apologized for any inconvenience and explained that this information would be forwarded to the appropriate person.	07/01/10	The Operator was pulled for a review within minutes of receiving this complaint. The Operator remembered the call and said that the call had been on hold for a while and that a recording was playing. The Operator said the inbound line hung up suddenly and within a couple of seconds of the inbound hanging up, the outbound line disconnected as well. Operator stated that they did not have to press any disconnect buttons after the inbound initially hung up because they were practically simultaneous. It was not a station issue because consecutive calls came in line after this call.
4	07/01/10	Accuracy of captions	07/01/10	A customer shared feedback regarding accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Operator by the Operator's supervisor.
5	07/01/10	Dialing Issue - New local prefix not in database	07/01/10	A customer reported being unable to place calls. After further investigation it was determined that the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue was resolved.
6	07/07/10	Dialing Issue - New local prefix not in database	07/07/10	A Customer's son reported seeing "Call support the CapTel phone must be in your state" and could not dial out with captions. After further investigation it was determined the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue was resolved.
7	07/07/10	Dialing Issue - New local prefix not in database	07/08/10	Customer reported that all of her recent calls resulted in seeing "the CapTel phone must be in your state message" on her display screen. After further investigation it was determined that the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue was resolved.

8	07/08/10	Dialing Issue - New local prefix not in database	07/08/10	A customer reported being unable to place long distance captioned calls. After further investigation it was determined that the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue was resolved.
9	07/16/10	Dialing Issue - New local prefix not in database	07/16/10	A customer reported that they were unable to make any calls from their CapTel phone and received an error message on the screen. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue was resolved.
10	07/21/10	A Voice customer called regarding a Voice Carry Over customer who was billed incorrectly. Apologized and issued a Trouble Ticket. A follow up was requested.	07/21/10	The Development Group performed a Call Detail Report search and found a specific call that shows a specific Carrier Code. This information indicated that everything is being sent out of the network correctly. The Relay service does not bill, but the information is sent to the carrier for billing. This indicated that the issue is with the customer's carrier's billing department. The Relay Program Manager called the customer, but was hung up on after introducing Sprint Relay. The complaint is considered closed. RPM called customer and after introducing myself as being with Sprint Relay, hung up on me. Complaint considered closed.
11	07/28/10	A customer shared feedback in regards to answering machine message retrieval.	07/30/10	A customer shared feedback regarding accuracy of captions on a voice mail message and provided specific call data. Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Operator by the Operator's supervisor. Supervisor will increase monitoring frequency for this Operator for quality control purposes.
12	07/28/10	A Voice customer says that they have an item on Craig's list and received a call through the relay service requesting that excess money be sent to the shipper. Apologized. No follow-up requested.	07/28/10	Apologized and informed the customer about fraudulent calls with relay.
13	07/29/10	A Florida Voice Carry Over customer complained that when dialing 711 they receive a busy signal and cannot reach a Relay Operator from time to time. The customer has contacted his Long Distance Carrier and the carrier states that it is not an issue on their part. Customer Service dialed the 711 translation number and the Florida toll free Voice Carry Over Operator number and reached an Operator with no issues. The customer has an Ultratec 4425 that is 15 years old. It was suggested that the customer have the device checked out or replaced. The customer would like to be contacted with a resolution from a technician.	07/29/10	Sprint's technical records show that this issue was resolved and closed. The Relay Program Manager called the customer via Sprint interpreter and left a message on their voice answering machine.
14	07/30/10	A customer reported that a person whom they called had contacted the customer and explained that after the call was answered the outbound heard a recorded calling card message and could not hear the Operator's voice. The outbound person reported that the Operator did not respond when the outbound repeatedly said hello, and then the Operator hung up.	07/30/10	The Operator and Supervisor on duty reported that the system was in live mode at the time, and the Operator was able to hear the outbound, however the outbound did not respond to the answer message and hung up. At the time the Operator was unaware of any issues and only saw an outbound hung up message which is not an uncommon occurrence after a relay call announcement. Supervisor tested and found no headset equipment issues. A trouble ticket was filed describing the process used to complete the call. It is unknown if the pre-paid card network was experiencing any issues. The Pre-paid card system normally releases the recording after connecting the call. Follow up email sent to provided email address.
15	08/03/10	A customer stated that they received a message on their answering machine from an Operator that was not left correctly. The customer stated that the correct times were not left in the message and that this happens a lot with various Operators. Apologized to the customer and informed customer that this would be reviewed with the Operator. The customer was satisfied and does not want a follow up.	08/03/10	The Operator was coached on the correct way to leave a message and now understands the procedure.

16	08/05/10	The customer reports that they "asked for the name of the person that answered the phone and the Operator gave incorrect name. The Operator was rude, when I finally got the party to spell the name it was relayed incorrectly. When I said something to the Operator about making sure about the name he was rude and hung up on me without placing other calls." (AIC apologized to the caller while taking complaint)	08/05/10	Operator was coached by their Team Leader on the importance of proper procedures. Also coached Operator on the importance of being professional when speaking to customers. Operator understands. Follow up was not requested.
17	08/13/10	Accuracy of captions	08/13/10	The customer shared feedback regarding accuracy of captions and provided specific call data. Customer Service Representative apologized for incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Operator by the Operator's supervisor.
18	08/19/10	A voice customer in Florida stated that the Relay Operator was very rude and verbally read the text back too quickly causing the customer to be unable to write down the relayed information. The customer stated that they were not able to understand what the Operator was saying and is unsure that the deaf patron will be assisted properly. Customer Service apologized to the customer and ensured that this would be taken care of. No follow up was requested.	08/19/10	The Operator was coached on the importance of reading the message slower so that the voice person is able to hear and understand clearly the message being relayed.
19	08/19/10	A Florida voice customer stated that they called 711 to reach Florida Relay but when the Operator dialed the number requested there is a fast busy signal. The voice customer stated that they can dial the number with out the relay service with no problem. The customer was angry and disconnected while trying to get the information needed. Customer Service turned in a trouble ticket. No follow up was necessary.	08/19/10	The technician stated that the fast busy signal occurred probably because the phone company's equipment is busy. Test calls were placed, and each call was successful. There was not enough information to work further on this issue. The ticket is closed and is not able to be reproduced. In order to research the problem further the technician would need the time and date of the call, the Operator identification, the Center the customer reached, whether the customer called from cell phone, and the product the customer used (which state Relay). Called the customer, but the number provided is a business with several individuals; receptionist indicated that there would be many folks to speak to and had no ability to identify the customer. The customer's name is needed.
20	08/21/10	A customer stated that the Operator disconnected the line while on a call. Apologized and thanked customer for feedback. Customer requested follow up email.	08/21/10	The Operator is no longer employed at this center. Unable to do follow up with the Operator. Follow up email was sent to customer on August 21, 2010.
21	08/26/10	A Florida TTY customer stated that they continued to get disconnected when making TTY to TTY calls through the Relay service. The customer received a message stating "Operator is no longer on the line," then the line disconnects. Apologized for inconvenience and opened a trouble ticket. Follow up was requested.	08/26/10	The technician stated that they tried to reach the customer to get a position for log files in regards to the fast busy signal from the desk, cell phone, or outside line. The customer's number was invalid. The Relay Program Manager noticed that this was the same customer as a previous Trouble Ticket, and no one is able to reach the customer. The customer is located in a correctional facility.
22	08/27/10	A customer stated: "This Operator was rude and disrespectful in his job. I was on a call with someone trying to give an address and the person couldn't get the address correct so I asked the Operator to spell it and his response verbatim was "Don't tell me to spell anything." Apologized to customer for the inconvenience.	08/27/10	Coached the Operator on the importance of being professional when speaking to customers. Appropriate action will be administered by Center Manager.
23	09/02/10	A Florida TTY customer stated that they continue to get disconnected when making TTY to TTY calls through the relay service. He gets the message, "Operator is no longer on the line," then the line disconnects. Apologized for inconvenience and opened a trouble ticket. A follow up was requested.	09/02/10	The Development Group stated that the Operator forgot to stop the macro ringing and went into the TTY bridge. This means that the inbound customer received a message saying the Operator was not online and also received a ringing macro. The outbound answered the phone saying "Hello GA" but then the ringing macro continued and the inbound customer hung up. The Relay Program Manager called the customer three times but received a busy signal. From Development Group, the Operator forgot to stop the macro ringing and then went into TTY bridge. So the inbound customer was getting Operator no longer online and also ringing macro. The outbound answered "Hello GA" then the ringing macro continued and then the inbound customer hung up. RPM called customer three times and kept receiving a busy signal.

24	09/11/10	A customer stated that they were upset because an Operator typed out an answering machine message when they were told not to. The screen was verified and the customer did indeed inform the Operator not to type the recording. The Operator explained that it was not a recording, and then the number dialed was residential. The customer stated that they would call Customer Service because they would like to file a complaint and have it documented.	09/11/10	Coached Operator on the importance of following customer instructions. Follow up made.
25	09/16/10	Technical - General	09/16/10	Customer reported receiving a busy signal on outgoing calls to a particular telephone number which could be dialed successfully without captions. Customer Service Representative investigation determined this was an isolated incident for a short period of time where the carrier's network had difficulties connecting to this number and quickly resolved the issue. Confirmed that customer is now able to successfully dial this number.
26	09/28/10	A TTY customer called in and requested a supervisor. The TTY customer indicated that prior to calling Customer Service, an Operator disconnected the call. The customer was angry and wanted an explanation. Customer Service explained that they will investigate the matter and thanked the customer for the input.	09/28/10	The Operator does not recall circumstances of this nature, however the Operator was reminded to report any technical difficulty that may result in disconnects. The Operator was reminded of the consequences of disconnecting a call. Operator understands and follow up was made via email.
27	09/28/10	Accuracy of captions	09/28/10	A customer shared feedback regarding a conference call experience noting that they received numerous (speaker breaking up) (speaker unclear) markings on the call. Customer Service Representative apologized for the incident and investigated the call on the customer's behalf. Call Center personnel further researched the call and could not find any conclusive cause noted in the technical log. Customer Service Representative informed customer that this occurrence may have been a result of the volume or audio quality on the call and advised customer to interject on conference calls with audio difficulties.
28	09/29/10	A customer stated that an Operator hung up on them when the customer asked the Operator to call a phone Operator to check a phone line. The customer stated that the Operator was not friendly, and made the customer repeat themselves.	09/29/10	The Operator was trying to assist the customer and gain an accurate understanding of what the customer's request was. Operator stated that the customer hung up on her. Operator was coached to obtain assistance from a Supervisor if they do not understand the customer's request.
29	10/08/10	A Florida TTY user stated that the Operator would not explain what a TTY is to the hearing person. Customer Service apologized to the customer. Customer hung up before customer service could find out when this happened. Customer would like a return call from the Supervisor.	10/08/10	In following up on this complaint, the Operator recalled the inbound TTY user asking the Operator to explain relay in the middle of the call, in which they did. Later on in the call, the inbound TTY asked the Operator "does he understand relay?" Per proper procedure, the Operator responded, "Operator is not a part of the conversation, please direct your questions to your caller." The Supervisor followed up with the customer and apologized for the inconvenience of the call and informed the caller that the Operators are unable to answer any direct questions while processing a call. The customer was pleased with the follow up.
30	10/25/10	Captions lag too far behind voice	10/25/10	A customer stated that sometimes their conversations are behind. Tests with Customer Service Representative showed that the captioning delay was normal. Customer Service Representative advised the customer that when people talk rapidly and without pausing captions can get behind the voice. Customer understood this.
31	10/25/10	Unable to make captioned calls	10/25/10	A customer reported an inability to make captioned calls due to a busy signal. A temporary interruption in one of the telephone carrier's networks caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. Customer Service Representative confirmed that the customer is now able to place their calls successfully.
32	10/25/10	Unable to make captioned calls	10/25/10	A customer reported an inability to make captioned calls with a busy signal. A temporary interruption in one of the telephone carrier's networks caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. Customer Service Representative confirmed that the customer is now able to place their calls successfully.

33	10/28/10	A customer stated that the Operator did not do a good job, and the typing was not clear. Customer Service apologized and thanked the customer for the feedback. No follow up was requested.	11/01/10	A Supervisor was able to observe the call in progress. This was a technical issue due to garbling on the Voice Carry Over machine. The Operator was typing clearly and accurately.
34	10/28/10	A customer stated that the Operator was not typing anything that the customer was saying, and that the TTY user did not receive any of the customer's words. The customer requested a follow up.	10/28/10	A supervisor was able to observe this call in progress. This was a technical issue due to garbling. The Operator was typing clearly and accurately. A follow up phone call was made on November 10, 2010. Apologized to the customer and explained what garbling is. Customer is satisfied with follow up.
35	10/29/10	A customer stated that they requested another Operator but the call was disconnected. The customer was very upset. Customer Service thanked the customer for the feedback and informed them that a Supervisor would follow up with the Operator as soon as possible.	11/01/10	In following up with the Operator, the Operator stated that they remembered the call very well. The Operator was following customer notes and verifying the number before dialing out. The customer was visibly upset and the Operator was confused on what was being said. The Operator re-verified the number to dial, and the customer hung up on her. The Operator showed knowledge of proper call procedure and following customer notes. No follow up to the customer was requested.
36	10/29/10	Unable to make captioned calls	10/29/10	Customer reported the need to wait for an Operator when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
37	10/29/10	Unable to make captioned calls	10/29/10	Customer reported the need to wait for an Operator when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
38	10/29/10	Unable to make captioned calls	10/29/10	Customer reported the need to wait for an Operator when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
39	10/29/10	Unable to make captioned calls	10/29/10	A CapTel 200 user reported the need to wait for an Operator when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
40	11/09/10	Accuracy of captions	11/09/10	A customer reported that they see incorrect captions during her captioned calls, and provided the example of police instead of please. Customer Service Representative explained to the customer how captions are created using voice recognition technology and that it's possible that a word that sounds like the correct word will show in her captions instead of the intended word. Explained that if an incorrect word that sounds similar is sent out the customer should see the correct word in < brackets >. Customer Service Representative advised customer that if she does experience a call with unsatisfactory captions she should document the date time and Operator ID of any future calls to allow us to take specific action with the Operator captioning the call.
41	11/19/10	Accuracy of captions	11/19/10	Customer reported that sometimes the captions on their call do not make sense. Customer Service Representative suggested that the customer document the date time and Operator ID of any future calls so Customer Service Representative could assist with further troubleshooting.

42	11/23/10	Accuracy of captions	11/23/10	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service suggested that the customer document the date time and Operator ID of any future calls to allow us to take specific action with the Operator captioning the call.
43	11/29/10	A customer stated that an Operator disconnected their call twice before the customer stated "Stop Keying." The customer requested that the Operator redial the number, but the Operator dropped the call. Apologized and informed the customer that the Supervisor would follow up with the Operator. The customer requested to be transferred to Customer Service to file a complaint.	12/01/10	In following up with the Operator, they were unable to recall the calls mentioned. The Operator was coached on the severity of disconnecting a call and was reminded to never release an inbound caller. Follow up information for the customer was never received from customer service as specified by customer. If details on how to contact the customer is received, supervisor will do a follow up call at that time.
44	12/04/10	A customer stated that their new phone number is showing up as invalid when the customer's mother tries to call through relay. Customer Service tried the number with and without the relay service. It worked without relay, but came up as unknown/invalid in the relay system. A follow up was requested.	12/04/10	The technician stated that the issue of the invalid number was due to a new NXX number for prefix code 642. Development is now adding this code. There is no estimated time on when this will be fixed at this time. Attempted to contact the person at the number provided but reached a message stating that the number is no longer in service or has been disconnected. Unable to conduct a follow up with the customer due to the disconnected number. Today at 250pm, attempted to contact the person at the number given and reached a recording stating that the number is no longer in service or has disconnected. Unable to conduct a follow up with the customer due to disconnected number.
45	12/11/10	A customer stated that the Operator was not honest with the customer. The Supervisor tried to get clarification on this but the customer did not elaborate. Apologized to the customer and informed them that the Operator's supervisor would be informed and the Operator would be coached. The customer was satisfied and did not want a follow up.	12/11/10	At this time we do not have Operator ID assigned. Unable to follow up with the Operator.
46	12/11/10	A Voice Carry Over customer stated that an Operator did not type correctly, and the Voice Carry Over customer had to keep asking the outbound to repeat. The customer stated that the Operator did not spell correctly.	12/11/10	The Supervisor looked at the Operator screen and noted that there was only one misspelled word. The customer was informed that this was a transmission problem and that the Operator had typed everything correctly.
47	12/13/10	Service - General	12/13/10	A customer reported seeing Please wait for the next available Operator. Customer Service Representative advised customer that on December 12th CapTel's staffing for the Madison call center was affected by a severe snowstorm. Due to blizzard conditions the city's bus service was shut down for the entire day and travel within the city was severely limited. While answer times were delayed due to reduced staffing throughout the morning and early afternoon CapTel continued to process calls throughout the day however answer times were affected. Customer Service Representative confirmed with the customer that they are now able to make and receive captioned calls successfully without delay.
48	12/14/10	A customer stated that the Operator was typing a lot of X's and that nothing was coming across their screen and the message was garbled. Apologized and thanked the customer for the feedback and asked if it may be a problem with the TTY as all typing is clear on the Operator's screen. Offered to transfer the customer to Customer Service and the customer agreed.	12/18/10	The customer was transferred to customer service and a trouble ticket was submitted.
49	12/17/10	A customer stated that they felt that the Operator was rude because they did not keep the customer informed on what was happening. The customer stated that they received a message saying "one moment please" and waited but wanted to know what was going on. Apologized for the inconvenience and honored the customer's request for another Operator. No follow up was necessary.	12/17/10	The situation occurred when the Operator was experiencing technical issue and was waiting for a Supervisor's assistance. The Supervisor was occupied at the time. When the Supervisor arrived to address the Operator's concern, the Operator was instructed to send the "one moment please" message for the third time while the Supervisor was attempting to trouble shoot the technical issue. Operator was coached to let the customer know that there was an technical issue and that they are requesting Supervisor assistance as a way of keeping the customer informed.

50	12/20/10	Technical - General	12/21/10	Customer's cable phone technician indicated that the CapTel user was experiencing Captioning Service Line is Ringing when making a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
51	12/20/10	Technical - General	12/21/10	Customer indicated that she saw the message Waiting for CapTel Operator when trying to make an outgoing captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
52	12/20/10	Technical - General	12/21/10	Customer indicated that she saw the message Waiting for CapTel Operator. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
53	12/20/10	Technical - General	12/21/10	Customer reported the need to wait for an Operator when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
54	12/20/10	Technical - General	12/21/10	Customer indicated that he saw the message Waiting for CapTel Operator. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
55	12/20/10	Technical - General	12/21/10	Customer said that they are unable to connect on outgoing captioned calls. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
56	12/20/10	Technical - General	12/21/10	Customer reported that they could not place a captioned call nor could they call Customer Service for assistance. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.

57	12/20/10	Technical - General	12/21/10	Customer reported not being able to connect with captions on a call. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
58	12/20/10	Technical - General	12/21/10	Customer saw Please wait for next available Operator. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
59	12/20/10	Technical - General	12/21/10	Customer's daughter called in to report that her mother could not make captioned calls the evening of 12/20 nor could the daughter make calls to the customer. Daughter stated that customer is now making calls ok and she can call her as well. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter.
60	12/20/10	Technical - General	12/22/10	Customer reported via Live Chat inability to dial out with captions. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
61	12/20/10	Technical - General	12/21/10	Customer reported that their CapTel was unable to connect with captions. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
62	12/20/10	Technical - General	12/21/10	Customer reported that they cannot dial out with captions. The customer reported the number dialed just sat on the screen and nothing happens. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
63	12/20/10	Technical - General	12/21/10	Customer reported the lack of captions when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.



64	12/21/10	Technical - General	12/21/10	Customer reported the need to wait for an Operator when attempting to make a captioned call on 12/20/10. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
65	12/21/10	Technical - General	12/21/10	Customer reported that they saw Caption Line is Ringing on their display screen in the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
66	12/21/10	Technical - General	12/21/10	Customer reported the need to wait for an Operator when attempting to make a captioned call on 12/20/10. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
67	12/21/10	Technical - General	12/22/10	Customer reported inability to connect to the captioning service in the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned calls successfully without delay.
68	12/21/10	Technical - General	12/21/10	Customer's daughter reported the need to wait for an Operator when attempting to make a captioned call on 12/20/10. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
69	12/21/10	Technical - General	12/21/10	Customer's daughter reported the need to wait for an Operator when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
70	12/21/10	Technical - General	12/21/10	Customer reported being unable to connect with captions on the evening of 12/20/10. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

71	12/22/10	A customer stated that an Operator disconnected when asked for a Supervisor. The customer stated that they gave the following instructions: "no announce, VCO on, mute mic." The Operator asked about these instructions twice. The customer stated that the Operator did not want to dial the number, so the customer asked for a Supervisor. The Operator then disconnected. Apologized and thanked for the feedback as well as ensured that someone would follow up with the Operator. A follow up email was requested by the customer.	12/27/10	Met with the Operator, and the Operator stated that the instructions appeared to say "Voice Carry Over off, mute microphone, don't say anything." Operator informed the customer that they did not understand and requested that the customer repeat the instructions. The customer became upset and disconnected. The Operator stated that the customer never requested a supervisor, and that the customer stated that if the Operator does not know how to do the call then they should get somebody else. It appears that the Operator was asking for clarification so that the call could be placed per the customers exact instructions and did not violate protocol.
72	01/08/11	An inbound customer stated that they requested that the Operator type only the account balance. The customer stated that the Operator typed more of the recording. Apologized for the inconvenience, and thanked the customer for the feedback. Asked the customer if they wanted a follow up, but no follow up was requested.	01/11/11	In following up with the Operator the Supervisor coached the Operator on following customers instructions and the steps in processing only a section of the recording.
73	01/19/11	A customer stated that they were upset because the Operator typed the VCO's words instead of the Voice line's words by mistake. Apologized to the customer, however the customer stated that there is no excuse for this, and that they would like to speak to a Supervisor.	01/19/11	Operator was coached on the appropriate procedures for processing this type of call. Operator was also informed to get a Supervisor as soon as possible if there are problems or questions concerning a call. Operator understands. No follow up requested.
74	02/02/11	Service - General	02/02/11	A customer's neighbor called on behalf of the CapTel user stating that the customer was unable to get captions on calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
75	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a state of emergency and a civil danger warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.

76	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
77	02/02/11	Service - General	02/02/11	A customer's neighbor indicated that the customer's phone is displaying that the caption service line is ringing. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
78	02/02/11	Service - General	02/02/11	A customer reported being unable to connect to captions on their CapTel phone. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
79	02/02/11	Service - General	02/02/11	Customer indicated she is not able get captions in 2-Line mode, and that the screen is blank. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.

80	02/02/11	Service - General	02/02/11	A caller for a customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a state of emergency and a civil danger warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
81	02/02/11	Service - General	02/02/11	Caller reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
82	02/02/11	Service - General	02/02/11	A customer's niece reported that the customer was experiencing a longer than normal wait for a Captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
83	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a state of emergency and a civil danger warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.

84	02/02/11	Service - General	02/02/11	A customer's friend reported that the customer was unable to make an outbound call. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
85	02/02/11	Service - General	02/02/11	A customer reported experiencing a longer than normal wait for a Captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
86	02/02/11	Service - General	02/02/11	Customer said that she is seeing the message "Captioning Line is Ringing" on her CapTel phone and her CapTel will not call out. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
87	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.

88	02/02/11	Service - General	02/02/11	<p>Customer reported being told to hold when trying to dial to a CapTel user through the 877 captioning service number. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
89	02/02/11	Service - General	02/02/11	<p>A customer reported experiencing a longer than normal wait for a Captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
90	02/02/11	Service - General	02/02/11	<p>Customer reported seeing the message "Waiting for Captions" but captions did not appear on the call. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
91	02/02/11	Service - General	02/02/11	<p>A customer's husband reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>

92	02/02/11	Service - General	02/02/11	A customer reported that it was taking a very long time for captions to establish on calls 2/2/11. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
93	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
94	02/02/11	Service - General	02/02/11	Customer reported experiencing a longer than normal wait for a Captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
95	02/02/11	Service - General	02/02/11	Customer reported seeing "Waiting for captions." Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.

96	02/02/11	Service - General	02/02/11	Customer reported an inability to connect with captions on outgoing 2-Line CapTel calls on 2/2/11. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
97	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
98	02/02/11	Service - General	02/03/11	Customer reported seeing "Caption Service Line is Ringing" throughout the day on 2/2/2011. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
99	02/02/11	Service - General	02/03/11	A customer stated that their CapTel will not function. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/3/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.



100	02/03/11	Service - General	02/03/11	<p>Customer reported that on 2/2/2011 they were experiencing a longer than normal wait for a Captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
101	02/03/11	Service - General	02/03/11	<p>Customer reported they were unable to connect with captions on 2/2/11 but that her service has been restored. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
102	02/03/11	Service - General	02/03/11	<p>Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
103	02/03/11	Service - General	02/03/11	<p>Customer's helper reported that she is unable to make or receive any captioned calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>

104	02/03/11	Service - General	02/03/11	<p>Customer reported seeing "Captioning Service is Ringing". Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
105	02/03/11	Service - General	02/03/11	<p>Customer sent an email stating she has been receiving the message "Waiting for a CapTel Operator" and is unable to connect to an operator. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
106	02/03/11	Service - General	02/03/11	<p>Customer called indicating her inability to place an outbound captioned call on the day of a blizzard and receiving "CapTel Line is Ringing" and "Waiting for CapTel Operator." Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a state of emergency and a civil danger warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>
107	02/03/11	Service - General	02/03/11	<p>Customer reported experiencing a longer than normal wait for a Captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.</p>

108	02/03/11	Service - General	02/03/11	Customer's helper reported that the customer saw the message "Captioning service is ringing" but the CapTel did not connect. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a state of emergency and a civil danger warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
109	02/03/11	Service - General	02/03/11	A caller for a customer reported that on 2/2/11 customer experienced Captioning Service is Ringing when trying to make calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
110	02/03/11	Service - General	02/03/11	Customer's helper reported that on 2/2/11 the customer was unable to reach captions after several minutes of waiting. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
111	02/04/11	A customer stated that the Operator did not follow their instructions. The customer stated that they gave the instructions twice, and wanted the Operator to give the customer the "GA" if the answering machine was reached. Apologized for the inconvenience. No follow up was requested.	02/04/11	The Operator stated that they did not understand the instruction the first time due to mumbling and asked the customer to repeat. When the customer repeated, the Operator continued to hear muffled sounds and thought that they heard that the instructions were to let her know if the answering machine was reached. Operator was coached to ask again if the instructions do not come out clearly.
112	02/07/11	Service - General	02/07/11	A customer's helper reported longer than normal wait times when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available Captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.

113	02/10/11	Accuracy of captions	02/10/11	A customer shared general feedback regarding accuracy of captions. Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. A Customer Service Representative suggested that the customer document the date time and Operator ID number of any future calls in order to allow us to take specific action with the Operator captioning the call. Customer said she would do so.
114	02/11/11	A customer stated: "I asked the operator to dial and wanted to leave a message but the Operator typed (ans mach hung up)." Apologized for the inconvenience.	02/11/11	The Operator stated that they did not hear the Voice Carry Over customer state this. The Operator was coached on the importance of following customer's instructions and to promptly respond to the customer. Supervisor followed up with the customer and explained that the Operator was coached.
115	02/24/11	A customer stated that the Operator didn't follow voiced instructions to let the VCO user leave a message on the first try. The customer was upset that they would need to redial to leave their message. Thanked customer for the feedback and apologized for the inconvenience. Customer would like a follow up.	02/24/11	Supervisor reviewed the complaint with the Operator and the Operator acknowledged that they had difficulties understanding and hearing the customer. Supervisor reviewed the importance of asking for clarification when information or instructions are missed from the customer. Supervisor called the customer and left a voice message for follow up with the customer.
116	03/13/11	A customer stated that they requested the Operator to leave a message right away on the first dial out. The Operator instead sent "(ANS MACH HUNG UP) GA" to the customer. Apologized for the inconvenience and thanked the customer for the feedback. Offered a follow up for the customer, and the customer provided contact information for a follow up.	03/17/11	In following up with the Operator, the Supervisor coached on proper call procedure and following all customers instructions. The Operator was also coached on asking callers for clarification if they are unable to understand the instructions given to ensure correct processing. A follow up phone call was made to the customer, and the customer is satisfied with the action taken on this complaint.
117	04/04/11	A customer stated that the Operator would not tell the customer the gender of the individual they were talking to when the voice line abruptly hung up. Apologized to the customer for the inconvenience. A follow up was not requested.	04/04/11	In following up on this complaint it was found that the Operator is not in error by not communicating this information to the caller per call processing policy. The Operators no longer have any information from a previous call once the outbound has hung up.
118	04/25/11	A customer stated that the Operator on a call with their friend was very rude. The customer stated that they were unsure if it was a TTY or Video Relay call, and the Operator would not answer the customer. The customer stated that they eventually realized it was TTY as they heard the typing. The Operator did not respond to the customer until the customer requested the Operator's ID number. Apologized and thanked the customer for the feedback. A follow up was offered, however the customer did not request a follow up.	04/25/11	In meeting with the Operator, the inbound caller had customer notes that read "DO NOT ANNOUNCE." Per Relay call procedures, the Operator is not supposed to announce themselves during this call unless asked for their Operator identification number. Based on details given by the customer, the Operator was following proper procedure.
119	04/30/11	A customer stated that they were unable to reach the relay service for two days, and is dependent upon the service so they are worried. The customer stated that this has been happening for approximately two weeks, off and on. Apologized for the inconvenience and offered a follow up. The line disconnected as the customer was responding but the Supervisor was able to get the customer's name, address and phone number before losing connection.		A trouble ticket was submitted. This was reassigned to the Relay Program Manager. Per the ticket resolution as entered by the technician on 4/22: Appears to be a one-time incident; not able to duplicate the problem the customer had connecting to the relay service. Tried to contact the customer on technician's findings but was not able to get a hold of customer.
120	05/05/11	A Florida TTY customer complained that Operator hung up after a long and difficult call. The customer stated that the Operator stopped keeping the customer informed, and then the call was disconnected. Customer Service apologized for the problem. Customer did not request a follow up.	05/05/11	This was a technical error. The computer froze multiple times this day and the site tech was present and was made aware of the problems immediately. The site tech has replaced the computer and the problems of losing calls has been resolved.
121	05/26/11	A customer stated that the Operator typed SK during the conversation, however the customer stated that the voice person did not say SK. Apologized for the inconvenience and stated that the Supervisor will be notified. No follow up was requested.	05/26/11	In following up with the Operator they stated that they specifically remembered this call. The Operator was certain that she heard the outbound say SK and that is why she typed it. The Supervisor coached the Operator on pacing the customer, bringing them back to their last thoughts conveyed and asking for the customer to repeat if there is ever a doubt in what was voiced.

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COMMISSIONERS:  
NANCY ARGENTI, NO, CHAIRMAN  
LISA POLAK EDGAR  
NATHAN A. SKOP

STATE OF FLORIDA



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DIVISION OF REGULATORY ANALYSIS  
BETH W. SALAK  
DIRECTOR  
(850) 413-6600

Received & Inspected

JUN 20 2010

FCC Mail Room

Public Service Commission

June 21, 2010

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th St., SW  
Washington, D.C. 20554

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms. Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is an original and four copies of Florida's relay complaint summary for the period of June 1, 2009, through May 31, 2010. Florida received 53 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact me at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read "Robert J. Casey".

Robert J. Casey  
Public Utilities Supervisor

Enclosures (4)

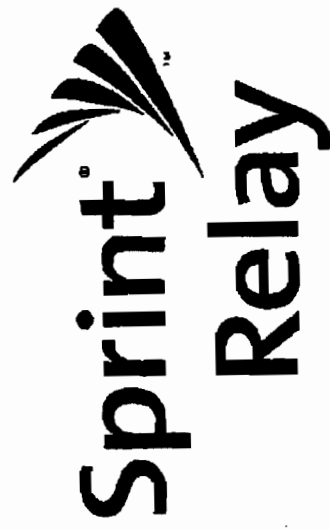
cc: Arlene Alexander, FCC Consumer & Governmental Affairs Bureau  
Division of Regulatory Analysis (Salak, Trapp)  
Division of Service, Safety, and Consumer Service (Moses)  
Office of General Counsel (Miller)

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



## **Florida FCC Complaint Log 2009-2010**

**Complaint Tracking for FL (06/01/2009-05/31/2010). Total Customer Contacts: 53**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/15/09	A customer said that during a call, the Communication Assistant hung up on the customer before dialing out. The customer thinks it was a mistake, but would like the Communication Assistant to be coached. The customer was thanked for the feedback.	06/15/09	It was discovered that this Communication Assistant was not a Florida typist. The computer was checked, and he was no longer logged in under the Florida skill at any point in time during this shift.
2	06/15/09	A Voice customer had a call with a Customer Service Representative, asking for explanation on using 711 for a student's side kick. The customer said that the Customer Service Representative "did not want to take the time to explain, and referred the customer to the Sprint website." The customer did not know the Communication Assistant Identification Number.	06/15/09	Apologized for the inconvenience and briefly explained and answered some of the questions the customer had regarding 711. The customer stated that she now understood and will go to the website to register for a 10 digit number. No follow up was requested.
3	06/22/09	A customer said that during an important call to a hospital, the Communication Assistant disconnected mid conversation. Apologized to the customer, and informed them that this information would be forwarded to the appropriate person. The customer did not request a follow up.	06/22/09	This Communication Assistant is no longer with relay.
4	07/01/09	A VCO customer requested to speak to a supervisor because he was upset with a particular Communication Assistant's processing of his call. The customer said that after receiving a fast busy signal, the Communication Assistant redialed the number multiple times without checking in with the customer. The customer did not want this number to be redialed. Apologized to the customer and explained what the fast busy signal means. The customer did not request a follow up.	07/01/09	The Communication Assistant followed proper relay call procedure when reaching a "fast busy" signal. The agent sent the "one moment" macro and dialed out several times before informing the customer that the line was busy.
5	07/17/09	Technical - General	07/17/09	It was discovered that the CapTel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order thus the caller did not know when to enter the number they were calling. A Customer Service Representative advised the customer to enter the number they wished to call after a 5 second pause. Technical support then reset the equipment which resolved the issue completely.
6	08/03/09	Captions Lag too far behind voice	08/03/09	A customer shared feedback regarding the delay of captions during their call. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. The customer was informed that the information would be shared with the appropriate captioning service staff for follow up. The customer was satisfied. The customer's experience does not impact compliance.
7	08/04/09	Captions Lag too far behind voice	08/04/09	A customer shared feedback regarding the lag time of captions behind the spoken words. A Customer Service Representative thanked the customer for the feedback on her experience. A Customer Service Representative explained how captions are produced using voice recognition and inserted typed text and noted that as a result it is typical to have a 4-5 second delay behind the spoken word. The Customer Service Representative suggested that if the customer would like to document the date, time, and Communication Assistant identification number, follow up can be performed with the captionist via Call Center Management.



8	08/19/09	Accuracy of captions	08/19/09	A customer shared some brief generalized feedback regarding the accuracy of captions. A Customer Service Representative thanked the customer for bringing their experience to our attention and apologized for this incident. The Customer Service Representative noted that we can take specific follow up action if provided a date time and Communication Assistant number of any future calls customer wishes follow up on.
9	09/02/09	Disconnect/Reconnect during calls	09/28/09	A customer shared feedback regarding her calls. A Customer Service Representative researched and found that the customer is experiencing multiple disconnect/reconnect incidents that indicates disruption to the data connection that carries the captions. The customer did not provide examples of the text received to help us further identify the potential cause of this experience. A Customer Service Representative apologized for the incident, and sent a letter to the customer describing possible causes of disconnect/reconnect.
10	09/08/09	A Voice customer complained that the Communication Assistant did not translate properly, and that the supervisor was rude. The customer also said that the supervisor provided the wrong number for the customer to call. Apologized for the situation. Follow up was requested.	09/08/09	A manager spoke to the customer regarding the complaint on the supervisor. The manager apologized for the incorrect number provided and agreed to discuss the complaint with the agent. The manager advised the customer to contact her if he had any additional questions. The Relay Program Manager called the customer. The customer told them that they had been using Video Relay Service more often since this complaint was filed, since it is more popular.
11	09/12/09	A TTY customer stated that the Communication Assistant was very unprofessional. The TTY customer also stated that the Communication Assistant told them an answering machine picked up, when the TTY customer knows there is no answering machine at that particular number. The Communication Assistant also spoke back to the TTY user. A Customer Service Representative apologized to the TTY customer. The customer was informed that this would be passed on to the appropriate person. No follow up was requested.	09/12/09	The supervisor met with this Communication Assistant who had no knowledge of this occurrence. He said he always types the answering machine as given, unless the customer notes/instructions say otherwise. The Communication Assistant said he did not have any difficult calls today, and would not speak back to a customer. He was coached on always keeping the customer informed, typing verbatim, and always being polite and courteous.
12	09/17/09	Captions - stop in middle of call	09/21/09	A customer complained of captions stopping in the middle of a certain call. The call was further investigated and there were no technical issues found. The customer was informed of these findings, and encouraged to document specific call data including the date, time, and Communication Assistant number on those calls they want further investigated.
13	09/21/09	A TTY customer stated that a particular Communication Assistant apparently either disconnected the customer or did not set up the TTY to TTY call correctly. The customer stated that he called in and requested to place a TTY to TTY call and from that point there was no response from the Communication Assistant so the customer hung up. Apologized to the customer for the inconvenience and assured him that this would be forwarded to the appropriate person. The customer did not request a follow up.	09/21/09	The Communication Assistant said that they attempted to disable turbo code, but the system took longer than usual, and the call became disconnected before the call could be established. This was attributed to a technical issue.
14	09/21/09	A customer stated that he called into relay and requested a TTY to TTY call. There was no response from the Communication Assistant, so he says that they either disconnected or it was not set up properly. Apologized for the inconvenience. The customer did not request a follow up.	09/21/09	The Communication Assistant notified the supervisor on duty that he had a TTY to TTY call and moved to a different station. The supervisor on duty then notified the agent when the original call was completed which was after a few minutes. The supervisor did not observe anything out of the ordinary. Upon request the agent was able to demonstrate knowledge in implementing TTY to TTY calls. It is presumed that the agent did follow the procedure correctly.

15	09/24/09	A customer stated that he provided a number to a Communication Assistant, and was informed that he had reached a recording indicating that this number had been disconnected. The customer did not believe this information. Apologized to the customer, and offered to place the call. The call was placed, and reached an answering machine which indicated a residence. The customer did not request a follow up.	09/24/09	The Team Leader met with the Communication Assistant. They went over proper call procedures, paying particular attention to following customer instructions, and dialing the correct number. The Communication Assistant was also informed that they should verify the phone number if they are unsure. The agent understands.
16	10/02/09	A Voice customer has been unable to reach a relay user in Pennsylvania for the past several days. The customer said that the Communication Assistants keep telling him they are reaching a fast busy signal. However, when the customer dials the number, it rings through. Apologized for the inconvenience and opened a trouble ticket. A follow up was requested.	10/02/09	The customer was contacted to find out if they were still experiencing problems contacting the customer in Pennsylvania. The customer stated that they did experience the problem, but that they had switched to a different provider and did not experience this problem since then. The customer was thanked for their time.
17	10/06/09	Accuracy of captions	10/20/09	A customer's daughter shared feedback regarding the accuracy of captions on a call. This call to Customer Service was originally a different matter. The customer could not remember specifics but did have the date and time of the call. The Customer Service Representative thanked the customer for the feedback and researched the call. The call detail was shared with Call Center management for follow up with the Communication Assistant by the supervisor. The Customer Service Representative reported the action taken to the customer and they said they are pleased with CapTel.
18	10/09/09	A TTY customer said that the Communication Assistant did not respond when asked if the customer was still on hold. The customer waited for an answer, but then disconnected. Apologized for the inconvenience. No follow up was requested.	10/09/09	The Communication Assistant does not remember a call of this nature. The Communication Assistant was coached on paying full attention to the screen, even when a call is on hold, in order to quickly respond to both inbound and outbound customers.
19	10/19/09	A Communication Assistant was unable to hear a Voice customer. It seemed that the line was clear, but when the customer spoke there was a lot of static. Apologized, and submitted a trouble ticket.	10/19/09	This is a repeat complaint.
20	10/27/09	A TTY customer has been unable to place calls using relay service. The Communication Assistant told the customer that her number is blocked, and that the relay side is experiencing difficulties. Apologized for the inconvenience, and a trouble ticket was opened. A follow up was requested.	10/27/09	The customer was called via TTY, but there was no answer. The technician said that they performed test calls, and the calls were completed correctly. The Relay Program manager, and technician both also tried to call the customer, but still no answer. It is assumed that relay is working properly now.
21	11/20/09	A VCO customer was unable to connect VCO to TTY via relay. No time was documented on these calls. A trouble ticket was opened. No follow up was requested.	11/20/09	The technician tried to contact the customer on several occasions in order to test the line. There was no response, but the technician will try again if the customer continues to have problems. This customer did call back, and spoke with a Communication Assistant and Supervisor for help.
22	11/23/09	Captions - stop in middle of call	11/23/09	A customer reported that the captions stopped midway through their call. Investigation found that the Communication Assistant had documented a trouble ticket noting that audio was lost so they were unable to caption. The customer confirmed that subsequent call attempts processed without difficulty.

23	12/08/09	A customer was unable to reach the Florida Spanish Relay number. Apologized for the inconvenience, and opened a trouble ticket. The caller requested a follow up call.	12/08/09	The technician checked to see if the numbers were branded as Voice, and thinks this will take care of the problem. The Relay Program Manager called the customer, and the customer informed them that if the problem persisted they would call back. The customer has not called back, so it is assumed that this problem is corrected.
24	01/06/10	A TTY customer was unable to dial a certain number. Apologized for the problem, and issued a trouble ticket. No follow up was requested.	01/06/10	Operations tried to dial the number in question, and found that it is incorrect. The customer would need to get the correct number in order to fix this issue.
25	01/12/10	A customer said that during a call, the agent did not respond. Thanked caller for the feedback. No follow up was requested.	01/12/10	The Communication Assistant was unable to type to the customer at the time. It was discovered that her keyboard had somehow become unplugged.
26	01/31/10	A customer complained that the Communication Assistant hung up on him when requesting a TTY to TTY call. The customer was calling from a correctional facility. Apologized and told him that the information would be passed on to the appropriate person. No follow up was requested.	01/31/10	The Communication Assistant has been instructed on how to process correctional facility calls.
27	02/15/10	Dial Tone - Not heard	02/15/10	A customer's friend reported that their CapTel did not have a dial tone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
28	02/16/10	Dial Tone - Not heard	02/16/10	A customer's mother called and stated that there was no dial tone on their CapTel. A Customer Service Representative advised the customer to contact their telephone company to ensure that they have a functional line. The phone company came to the home and repaired an outside wire that was found to be faulty. The issue is now resolved, and their CapTel phone is up and running.
29	02/16/10	Unable to make captioned calls	03/17/10	A customer reported that she was unable to reach a specific phone number. An adjustment was made by our carrier to correct the routing of the call. It has been confirmed that this resolved the customer's experience.
30	02/17/10	Dial Tone - Not heard	02/17/10	A customer reported no dial tone on their CapTel. A Customer Service Representative advised the customer to perform an electronic reset of the CapTel phone which resolved the customer's experience.
31	02/17/10	Accuracy of captions	02/17/10	A customer shared feedback regarding the accuracy of captions during some of her captioned calls. A Customer Service Representative apologized for the incident, but was unable to investigate the calls further because the customer did not provide any specific call data. It was suggested that the customer document the date, time, and Communication Assistant number of any future calls to allow us to investigate those calls further.
32	02/22/10	Unable to make captioned calls	02/22/10	A customer reported that she was not able to call phone numbers with the 305-577 area code and prefix, but other numbers are no problem. A Customer Service Representative sent the call detail to Engineering for investigation. A trouble ticket was filed with the carrier for resolution.

33	02/23/10	A TTY customer stated that they were unable to reach relay one night. The attempted calls were very early on February 23, 2010. A trouble ticket was submitted. Apologized for the experience. Follow up was requested.	02/23/10	A technician said that they were unable to contact this customer on the issue. It was found that this customer has not called back to report this issue again.
34	03/03/10	Dial Tone - Not heard	03/03/10	A customer reported no dial tone on their CapTel. A Customer Service Representative advised the customer to perform an electronic reset of the CapTel phone which resolved the customer's experience.
35	03/15/10	A TTY customer has been unable to connect to Florida Relay for the past two weeks via her office phone. She has contacted Ultratec and the office maintenance people, who say the problem is on Relay's end. Apologized for inconvenience, and opened a trouble ticket. Follow up was requested.	03/15/10	The technician said they contacted a telecommunications specialist, as well as the customer. The Telecommunications Specialist said they have a TTY that works in one office, but another TTY that does not work in another office. The specialist was asked to swap TTYs and verify that both TTY are functional when using the working phone line. The Telecommunications Specialist called back to say that they now can get to 711 using the TTY and the customer was satisfied.
36	03/16/10	Dial Tone - Not heard	03/16/10	A customer's helper reported no dial tone on their CapTel phone. A Customer Service Representative referred the customer to the state equipment distribution program for repair and/or replacement.
37	03/26/10	Accuracy of captions	03/26/10	A customer shared feedback regarding the accuracy of captions and provided specific call data. An investigation identified a trouble ticket was documented by the Communication Assistant on the call noting a technical difficulty. A Customer Service Representative reported these findings to the customer, and apologized for the incident, noting it was an isolated occurrence.
38	03/31/10	Dial Tone - Not heard	03/31/10	A customer reported no dial tone on their CapTel 200. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
39	04/02/10	A Voice customer said they cannot connect to a TTY user when calling through Florida Relay, but gets through without any trouble when dialing directly. Apologized for the inconvenience, and opened a trouble ticket. No follow up was requested.	04/02/10	Operations was emailed for more information. The Relay Program Manager emailed a technician who investigated for further explanation. The technician said they tried to call the number on the ticket, but it has been disconnected. The technician is unsure of how else to troubleshoot this ticket, as they have tried it multiple times with the same result. This complaint is considered closed.
40	04/09/10	Accuracy of captions	04/09/10	A customer's daughter reported details for a specific captioned call where the accuracy of captions was poor. A Customer Service Representative passed this call data on to the appropriate staff for further investigation. The Customer Service Representative shared with the customer that there did not appear to be any technical difficulties during this particular call. The customer was encouraged to document details of the Communication Assistant's number, the date, time and examples of errors on any future calls that she may need investigated.
41	04/17/10	A customer said that they attempted to interrupt while a TTY answer machine message was being left, but only received the Relay Macro and no message or response from the Communication Assistant. A Customer Service Representative apologized for the inconvenience, and offered to have someone look into the issue. A follow up is requested via either phone or mail.	04/22/10	This was assigned to Customer Service in order to obtain additional information regarding the customer complaint. Customer Service made numerous test calls with the customer and discussed the answering machine issue. The customer was advised of options to resolve this issue, including replacement of her equipment via the Florida Equipment Distribution Program.

42	04/25/10	A customer said that they asked to speak to a supervisor after complaining about text garbling, but the Communication Assistant disconnected the call. Thanked customer for the feedback, and informed them that the information would be forwarded to the appropriate person.	04/26/10	The Communication Assistant said that she remembers a call from that day where she had placed a call for a Co customer, but there was a lot of garbling on the line. After the call ended, the customer said something that the Communication Assistant did not understand so she asked for a repeat. The customer then cursed, and disconnected the call. The agent was coached on asking a supervisor for assistance, as well as the repercussions of disconnecting a call.
43	04/26/10	Dial Tone - Not heard	04/26/10	A customer's mother called and stated that she was on a call with her child when the phone disconnected, and now neither phone has a dial tone. A Customer Service Representative advised a physical reset of the CapTel phone. It was discovered that this appears to be related to phone line quality, which was resolved by their phone company.
44	04/26/10	A customer called into relay, but reached the same operator that they were calling to report. The customer wanted to know why this Communication Assistant hung up on him. The Communication Assistant told the customer that they had no information of any previous calls. The customer was upset that the Communication Assistant did not answer his questions about the previous call, and that the agent had disconnected the call. Thanked customer for the feedback and informed them that the Communication Assistants are not allowed to discuss any information from previous calls that they may have handled. The customer was informed that the supervisor would meet with the Communication Assistant regarding the disconnect. The customer would like a follow up email.	04/26/10	Agent said that she did handle his previous call and that she had received the disconnect message so assumed the customer had hung up. Could have been a possible technical issue. Agent was reminded of the repercussions of disconnecting calls. Follow up email sent to customer.
45	04/29/10	Unable to make captioned calls	04/30/10	A customer reported that they were unable to reach a specific telephone number with captions, but all other numbers worked. Technical Support filed a trouble ticket, and an adjustment was made by the carrier to allow routing of the call. A Customer Service Representative confirmed that this resolved the customer's experience.
46	04/30/10	Unable to make captioned calls	05/05/10	A customer reported that she was unable to connect with captions to a specific number that she was previously able to call. Technical support filed a trouble ticket with the phone carrier in order to resolve this problem. A Customer Service Representative confirmed with the customer that this problem has been resolved.
47	05/05/10	Dial Tone - Not heard	05/05/10	A customer's wife reported that their CapTel did not have a dial tone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
48	05/10/10	Dial Tone - Not heard	05/10/10	A customer's wife reported that their CapTel did not have a dial tone. A Customer Service Representative advised the customer to perform an electronic reset of the CapTel phone which resolved the customer's experience.
49	05/19/10	Dial Tone - Not heard	05/19/10	A customer reported that there was a power surge in their home and now there is no dial tone on their CapTel. A Customer Service Representative advised a physical reset. It was confirmed that this resolved the issue.
50	05/21/10	Dial Tone - Not heard	05/21/10	A customer's neighbor reported no dial tone heard on the customer's CapTel phone. A Customer Service Representative advised a physical reset. This resolved the customer's experience.

51	05/25/10	A customer said that a certain Communication Assistant is lazy at their job, and does not understand or follow instructions. The customer said they were calling using a long distance calling card, and felt that they had wasted minutes. Apologized for the inconvenience, and informed the customer that a supervisor will follow up with the agent. The customer would like a follow up email	05/25/10	The Communication Assistant did not remember this call, or this type of situation. The supervisor was unable to coach her on "wasting minutes" as this concern was not exactly clear. The Communication Assistant was coached on always following instructions, and clarification. She demonstrated knowledge of proper procedure when working with calling cards. A follow up email was sent to the customer.
52	05/28/10	Dial Tone - Not heard	05/28/10	A customer's son reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset and confirmed that this resolved the customer's experience.
53	05/28/10	Dial Tone - Not heard	05/28/10	A customer moved and now has no dial tone on her CapTel. A Customer Service Representative advised the customer to perform a physical reset, test other phone jacks, and be sure that the lines are plugged in tightly. After extensive trouble shooting, the customer was advised to contact the issuing agency for repair or replacement.

COMMISSIONERS:  
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STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
BETH W. SALAK  
DIRECTOR  
(850) 413-6600

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FINAL

Public Service Commission

Received & Inspected

June 25, 2008

JUN 26 2008

FCC Mail Room

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th St., SW, Rm TW-B204  
Washington, D.C. 20554

Re: CG Docket No. 03-123, Florida TRS Complaint Summary

Dear Ms. Dortch:

Enclosed is an original and four copies of Florida's relay complaint summary for the period of June 2007 through May 2008. Also enclosed is a compact disc containing the same complaint summary.

Florida received 140 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact me at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script, appearing to read "Bob Casey".

Robert J. Casey  
Public Utilities Supervisor

Enclosures (6)

cc: Arlene Alexander, FCC Consumer & Governmental Affairs Bureau  
Division of Competitive Markets and Enforcement (Salak, Moses, Harvey, Tan)

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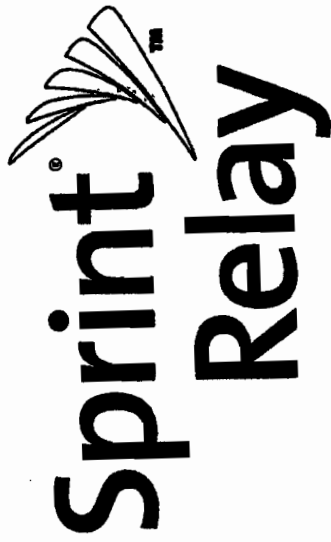
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Received & Inspected

JUN 26 2008

FCC Mail Room



# FLORIDA FCC COMPLAINT LOG 2008



**Complaint Tracking for FL (06/01/2007-05/31/2008). Total Customer Contacts: 140**

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/29/08	Customer was swearing and harassing agent. They then asked for a supervisor and the agent disconnected the call without getting a supervisor. The customer called back in and got the same agent. Communication Assistant then followed instructions and got supervisor.	05/29/08	Complaint forwarded on to supervisor for coaching on disconnecting customers and following customer instructions. Resolution was explained below, so this complaint is considered closed.
2	05/29/08	Customer was swearing and using very abusive language to the supervisor. He was angry that the supervisor asked him not to swear. He wants to talk to the center manager.	05/29/08	Forwarded on to center manager for follow up. Call center manager emailed to the Florida Sprint manager and on 4/30, the FL manager said he would personally sit down with this customer to explain not to use this kind of language with the agents. Manager also told center manager to contact him should this situation arise again in the future. FL manager attempted several times to reach customer to explain the situation and how to use relay service appropriately. Customer answered the first time and then line was disconnected. Several call back attempts were made but no success in reaching customer.
3	05/28/08	Billing - General	05/28/08	Discussed billing and took appropriate action.
4	05/22/08	Voice Carry Over customer is unable to call her son long distance. The CDB shows Bell South/ATT as her COC. Apologized. Ticket 6452379 was opened. Follow up requested.	05/22/08	Explained to customer how to obtain credit for her past Sprint charges on 5/30/2008 at 11:15 am. Customer was very irate, cursed, and not responsive to repeated explanations on how to obtain credits and update her profile. Customer says she continues to experience garbling even though appeared to understand my typed responses. Provided necessary info to her, complaint closed.

5	05/21/08	TTY customer set up her profile with Customer Service in February with ATT for long distance. On her March Bill, she is seeing incorrect ATT charges and Sprint charges also. Apologized, TT 6450498. No follow-up requested.	05/21/08	<p>From technician: This is likely related to a known problem where the COC is defaulting to Sprint even when another COC is selected. The bug #s are 3501 and 3641. Customer would need to fax or mail a copy of the bill (including the front page of the bill showing the customer's name, address and LEC name) then Customer Service can credit the charges where applicable. Since customer did not request follow up nor provide contact info, this is considered closed.</p>
6	05/21/08	Accuracy of captions	05/21/08	<p>After forwarding call information to Captioning Service management, investigation identified that the unusual, nonsensical words customer experienced are referred to as "phantom words." This can happen if the Communication Assistant's microphone picks up extraneous noise in the area and cannot interpret it as words. Call Center personnel followed up with the captionist to advise the Communication Assistant to be more diligent about using the Mute when needing to cough, clear throat, sneeze, etc.</p>
7	05/21/08	Disconnect/Reconnect during calls	05/21/08	<p>Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
8	05/14/08	Captions - stop in middle of call	05/14/08	<p>Investigation revealed a technical problem logged on referenced call. Apologized to customer for this incidence. Advised customer that with his 2-Line set up he can press the Caption button off then on again to establish a new connection, yet maintain the connection with the other party on Line 1. Customer satisfied.</p>

9	05/13/08	Very uptight customer, wanted new operator. (By the time supervisor had found new agent, inbound hung up.) Said agent didn't dial the number he gave her. He wanted one number and the agent dialed another number.	05/13/08	Team Leader observed the screen. The agent dialed exactly what the customer gave her both times. Non agent error and no action taken.
10	05/12/08	Voice Carry Over user said agent was harassing them saying things like - "ur in jail", "R u having fun?", "no free long distance." Voice Carry Over user said it was not a jail but a civil facility. The Voice Carry Over user did not give a date that this happened, said it happens all the time. The complaint came in on 5/9/08 at 9 pm. No follow up requested. Forwarded to correct center	05/12/08	Supervisor met with agent and addressed the seriousness of this complaint. Agent did not recall responding to a customer in this manner, however, understood the consequences of rudeness to customers and to always provide the best quality of service.
11	05/09/08	Customer is frustrated because he cannot make international calls. He stated that he could last month, then his area code number was changed and from that point on the system would not let him make international calls. Customer talked to customer service a week to week and a half ago and thought the problem was fixed, but now he can't make international calls again. is very frustrated as he has family in England. He wants the problem fixed and a technician to call him with the resolution to this issue. Forwarded on to customer service Follow-up by Sprint Tech requested	05/09/08	Customer is no longer having this problem. Customer confirmed that calls are processing fine now.
12	05/06/08		05/07/08	Pending technical resolution, forward to Program Manager for follow up. Forward to Program Manager for resolution and follow up. Program mgr rec'd FL PSC fax on 4/25/2008 from Customer Service mgr with due date being 5/12. On 5/1, made a few calls to customer but the phone would ring a few times, then sounded like a modem, then a fax. Sent him a fax requesting a copy of his phone bill but his fax never picked up on it. Checked the whitepages.com listing for an alt ph. # and the same one was provided. Asked Sprint- the original receiver of this complaint-to contact the FL PSC to see if they could provide additional contact information yet the FL PSC investigator was out of office. On 5/5, Sprint was able to get a copy of this phone bill and had MCI as his COC. Customer Service mgr communicated w/ FL PSC on 5/6 and they were satisfied.

13	05/01/08	Customer experienced some type of outage on 4/28 between 4:30a-1p and could not reach 711 at all. ants to know reason for outage. Has been having constant problems with machine from over 8 months. Customer has an AmeriPhone that cuts in and out and he has trouble being heard and has to scream into the phone to be heard. Has been told the problem is not with the machine it is with Sprint. would like a follow up Complaint filed 4/27/08 # 3:10pm	05/01/08	Forward complaint to customer service and submitted a trouble ticket. Ticket# 6347268.
14	05/01/08	Customer says agent typed "There is no calls for deaf convicts" and refused to place call. Customer has call recorded and wants to present tape to ADA. Customer says he often has trouble reaching an operator willing to process his calls.	05/01/08	Agent stated he always process prison calls and would never type "no calls for deaf convicts". I educated the agent on process all calls regardless of who the inbound is. Explained we are here to assist all customers with their calls and refusing to place a call is unacceptable and grounds for immediate termination.
15	04/28/08	Consumer education - USB	04/29/08	Explained to customer how CapTel USB generates captions. Provided link to USB section of CapTel site.
16	04/28/08	Technical - General	05/07/08	Company's toll-free 800 number configuration not allowing proper processing of TRS calls. Contacted owner of the 800 number to request they adjust the configuration of the number to allow TRS (OLJ 60) calls to that number. Owner of toll-free number is working on making this adjustment. In the meantime investigating alternate toll number for customer to use until toll-free issue is resolved.

17	04/16/08	Received on 4/7/2008 @ 11:40a Voice person said trying to call "Call Advantage" reached relay operator who yelled and said they had the wrong number cause they aren't deaf so I can not help you and hung up on her. The customer said the operator was very rude and even though she had the wrong number the operator should still give customer service.	04/16/08	Forward to correct center. Complaint forwarded to Team Leader for coaching on proper etiquette if there is a mis-dial. And the importance of good customer service. Team Leader met with this agent on proper etiquette for people reaching relay by mistake. Agent apologized and will do better on the next mis-dial.
18	04/11/08	Voice customer uses a Verizon blackberry. When she dials 711 to Relay, the call comes in on TTY line. Re-branded the line for voice. Provided the toll free number for FL voice. Ticket 6238760 was opened. No follow up.	04/11/08	Customer did not request follow up. Case is closed.
19	04/09/08	Answering machine message retrieval	04/09/08	Provided customer with tips to try when retrieving answering machine messages. Suggested customer document the date time Communication Assistant # on any captioned messages customer would like more specific follow up on with captioning personnel.
20	04/08/08	Inbound TTY claimed that relay didn't "listen to instructions". Agent was told not to type answering message 1/2 way through typing the message. Customer then complained on 2nd and 3rd number that the agent typed the answering machine when they were not supposed to, however they were new numbers and no instructions were given about the 2nd or 3rd numbers. Team Leader observed the screen and the customer did not clarify that it should be "all answering machines." Only on the first call.	04/08/08	Agent followed procedure and did nothing wrong. Non agent error and no action taken.

21	04/08/08	TTY customer complained that Communication Assistant did not follow instructions not to relay recordings. Supervisor verified that if these instructions were in fact given, the text was unreadable and garbled. Customer requested other operator and hung up before operator took over. Supervisor informed Customer that part of the message was garbled and the instructions maybe have part of what was garbled. Customer accused supervisor of "validating" the operator and told supervisor they were going to receive a complaint as well.	04/08/08	Met with operator and confirmed that message was garbled and that the instructions may have been part of the message that was garbled. When customer was informed that the message was garbled became very upset and verbally abusive to operator and supervisor. Supervisor and operator followed procedure.
22	04/08/08	Consumer education - USB	04/08/08	Discussed with customer's son the option of using CapTel with USB because the CapTel user's sight is lessening.
23	04/07/08		04/23/08	Communication Assistant ID has not been assigned. Erroneous agent id.
24	03/31/08	FL TTY customer is unable to reach 711 or 1 800 955 8771. Customer states the line rings and rings and there is no answer. Customer Service apologized for this problem and referred customer to Sprint IP website to place calls and entered TT# 6171969. No follow up requested.	03/31/08	Customer did not request follow up. Case is closed.

25	03/28/08	Captions - stop in middle of call	03/28/08	Customer shared feedback regarding captions halting mid-conversation. Customer Service Rep apologized for incidence and thanked customer for the feedback. Follow up with the Call Center management and tech support resulted in inconclusive cause as to why this occurred.
26	03/26/08	Customer reports his branding is not in effect. Apologized. Ticket 6141692 was opened. No follow up.	03/26/08	Branding was reestablished in database. No follow up wanted. Case closed.
27	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
28	03/13/08	Customer states that on the call the operator could not hear the voice persons voice when using a land line. The voice person can be heard on all other calls but not when using Sprintip with AIM. Customer Service response: Thanked the customer for letting us know and assured that a trouble ticket would be turned in with the problem as stated. Customer's does want follow up.	05/01/08	Contact could not be made with email supplied; email has been disconnected. No other follow up information provide. Unable to complete follow up.

29	03/05/08	Agent disconnected caller twice. When he got her a third time, he asked her why she hung up. She typed - verbatim - "if you handle myself properly I will conduct ur call. this is a business not a playground." He said he knows some deaf people can be idiots, but she shouldn't be judgmental on all deaf people. Call occurred around 12:00 EST on 2/28/08. No follow up requested. Complaint came in on March 1st. Forwarded to correct center.	03/05/08	Communication Assistant is no longer with the company. Agent who had difficulty with processing consumer calls no longer working at center. Consumer did not request follow up.
30	03/03/08	FL TTY customer having problems disconnecting when using 711 to dial into FL Relay. Apologized for the problem and opened TT ID 5988766. Follow-up is required for problem resolution.	03/03/08	Opened second TT per tech on 3/6/08 ID6026064. 3/6/08 Follow up unsuccessful. Called 4x, left messages, no return calls back.
31	03/03/08	Billing - General	03/03/08	Informed customer that registering their preferred long distance provider will prevent billing from the state's default carrier.
32	02/27/08	When calling to FL relay service this customer states that she gets MD relay agents instead. Customer Service response: Apologized for the problem and assured that a trouble ticket would be sent in as states. No call back requested. Trouble Ticket 5973119	04/21/08	From Trouble Ticket. Technician worked on problem. re: Spanish. Changed their language of preference to English. It was set to Spanish. re: Mis-routing. Called Comcast to make sure customer will get translated to 800-955-8771 when dialing 711. Comcast found out that customers any was incorrectly translated after dialing 711, and corrected it to match the Florida 800-955-8771 number.
33	02/27/08	Caller said that operator has hung up on them multiple times tonight. Complaint came in on 2/24/08 at 2046 CST. Forwarded to correct center.	02/27/08	Spoke with agent in reference to complaint. Explained to agent disconnecting is not acceptable and will not be tolerated. I went over proper disconnect procedures if a response is not received from a voice or TTY person.



34	02/26/08	Customer was confused by Communication Assistant's comment. On Tues, 2/26/08 at approx 10 AM CST, the TTY customer typed a message for the voice answering machine. The customer asked if the Communication Assistant had left the message and the Communication Assistant replied something like "satisfied ... no problem." The customer was puzzled. She wants to know why the Communication Assistant didn't send the macro all the Relay Communication Assistant's use. Please clarify. Apologized for the confusion. Supervisor will be notified. Follow up requested.	02/26/08	Educated Communication Assistant to respond with appropriate macros and if there is no macro to answer the customers question to respond in detail or get a supervisor for assistance.
35	02/24/08	Customer was calling Macy's and they refused the relay call. Customer asked the operator to call back and ask for the manager and to not announce relay. Customer states when the operator redialed he still announced relay and the call was refused and Macy's hung up on the customer again.	02/24/08	Coached agent on following all directions from the customer. Advised agent if unsure on how to follow customer instructions to immediately get a supervisor for assistance. Supervisor coached agent on following all directions from the customer. No call back requested. Case closed.
36	02/21/08	TTY customer's long distance calls are not processing through Relay. The customer gets network busy. Apologized. Verified that her LD is still Bell South, the new ATT. Technical ticket 5932222 was opened. Follow up requested.	02/21/08	Pending technical resolution, forwarded to Program Manager for follow up. Trouble ticket was completed but technician and email was sent to customer as requested follow-up.
37	02/20/08	Accuracy of captions	02/20/08	Customer shared feedback regarding accuracy of captions. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date* time* Communication Assistant # for more specific follow up.

38	02/17/08	2/15 @ 4p complaint filed. The customer stated agent 7933 and 7708 are consistently rude and refuse to place her calls. The customer calls her daughter who is a TTY user. Customer notes indicate that calls between these two parties have to be translated. Agents refuse to place call and disconnect. The daughter usually uses the Internet.	02/17/08	Apologized. Coached agents. Upcoming new platform will greatly reduce disconnect issues.
39	02/17/08	A voice person called who's mother is Voice Carry Over to file a complaint on operator which he states processed his call before and was very rude. The customer stated his mother called his aunt and the operator who relayed the call was very rude and told the aunt "You're speaking to fast and not listening". The aunt said this was the worse service she ever received from an operator. Complaint filed on 2/16 @ 10:40am.	02/17/08	Coached agent on using the appropriate phrase to pace a customer. I also explained to the agent she is to remain polite, professional and courteous. If she is unsure on how to process a call to immediately get a TL to assist with the call.
40	02/17/08	Complaint filed on 2/15 @ 4p The customer stated agent is consistently rude and refuse to place her calls. The customer calls her daughter who uses the TTY all the time. Customer notes indicate that calls between these two parties have to be translated. The agent refuse to place call and disconnect. The daughter usually uses the Internet.	02/17/08	Information was given from consumer, recorded for trouble ticket. Supervisor addressed issue. No follow up required or requested.
41	02/18/08	Agent disconnected caller while on hold with voice person. No follow-up requested.	02/16/08	Customer was given an apology, and no follow up was requested. Case closed.

42	02/08/08	A FL TTY caller called to complain that the supervisor disconnected them. Caller states that they had threatened to kick the agent and agent called supervisor. Caller states that the supervisor then disconnected them. Apologized for agent not following instructions and asked caller to stop using abusive words toward Representative. Customer does request follow up.	02/08/08	Supervisor does not remember this call. She said she would definitely remember a situation like this.
43	02/04/08	Complaint received on 2/2/08 Customer stated the operator called his mother and a voice person answered (father) and the operator did not ask if a Voice Carry Over user was available he just hung up the outbound. The customer then called back in to relay and asked the operator for his id# and the operator refused to provide an id #. The customer would like the Center Manager to give him a return call.	02/04/08	Enailed to call center manager for resolution. Program manager called customer and found out that the customer's phone line has been disconnected and is no longer in service. Closed. Agent recalls this call, stated that attempts were made to connect to the other line but the line disconnected. Agent was coached on call handling procedures and to always provide ID number. Agent understood.
44	01/27/08	Agent, please double check with customer) dialed area code 706 instead of 786 making it a long distance call. When agent requested long distance carrier, the customer asked the agent which area code was dialed. Customer used the words "shut up" and agent interpreted this as abuse. Supervisor also ignored customer's question regarding what area code was dialed. Supervisor didn't resolve problem for the customer and instead disconnected the call.	01/27/08	Complaint forwarded on to Center Manager for follow up with supervisor. Center Manager met with this supervisor and followed up with the issue.

45	01/25/08	The customer said I am an advocate for people with disabilities and some times have a need to use the relay service. I had to call someone through relay and the operator typed to him and he replied directly to me. When the call was finished I heard the operator say "Once again everyone is inconvenienced because one (emphasis on one) person has a disability". Customer was very upset by the comment and asked the operator what did she say and the operator said "Oh sorry" and disconnected the call. Customer wants a follow up 1/24/08 @ 5:15PM	01/25/08	Agent is no longer employed.
46	01/24/08	FL TTY user dialing 711 is receiving Spanish text, and complains "No Spanish, I love English." I apologized, explained I would let the technicians know. Entered 5762741. Customer does not request contact.	01/24/08	Customer was given an apology and trouble ticket put in. Customer did not request a follow up. Case closed.
47	01/23/08	Service - General	01/23/08	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence* and followed up with the Call Center reporting specifics. Call Center management following up with Communication Assistant.
48	01/22/08	TTY customer reports FL relay TTY line disconnected 10 times. Customer contacted FL relay via 711 and 800 number with same disconnect result. Line answered by Communication Assistant then line disconnected. Customer does not have ID#. (Information taken by MA Customer Service) Customer requests contact via email	04/15/08	Contacted customer via email- customer said has not been experiencing any problems so far and is fine. Case closed.

49	01/22/08	Captions Lag too far behind voice	01/22/08	Customer shared feedback regarding longer than usual delay of captions. Advised customer on how seconds of delay occur as voice recognition captions and corrections are generated. Suggested customer document the date* time* Communication Assistant # should the delay experienced be longer than norm so we can research the call with the captioning service personnel.
50	01/22/08	This customer cannot call her son long distance. The COC clearly shows Bell South/ATT as her carrier. Customer Service response: Apologized for the problem and assured that the trouble ticket would be turned in as stated. Call back requested	01/22/08	Called customer on 5/6/2008 at 4:40 pm: Customer continues to experience severe garbling issues, I had to repeat myself several times and as a result, customer had to hang up after repeated and failed attempts at understanding each other. Emailed to customer service on 5/6 asking how to stop Sprint charges from appearing on her phone bill since BellSouth/ATT is her COC. Response from customer service: On 1/22/2008 our department selected "All Others" (at that time we could not select AT&T or Bell South due to routing differences in the system) for her long-distance carrier of choice so that she would not be billed by Sprint for any of her long-distance calls through FL Relay.
51	01/21/08	732pm TTY customer stated that he is calling from a prison and is frustrated with relay agents who continuously hang up on him. Stated that he has attempted 22 calls in the last 45min and he was hung up. Requested for agent Communication Assistant ID but they would not provide their Communication Assistant ID. No follow up necessary.	01/21/08	Apologized for the inconvenience and explained that as soon he called into relay, he should be able to receive an automatic relay greeting including Communication Assistant ID.
52	01/19/08	Agent would not get supervisor, just kept on sending "NBR CALLING PLS". Then hung up on customer. Forwarded on to correct center. Complaint came in on 1/16/08 at 11:25 am	01/19/08	Agent is aware of the call and stated the inmate is a hearing person that called another hearing person. The supervisor explained disconnecting calls is not accepted and if unsure on how to handle a call or situation to immediately get a supervisor to assist with the call. Also if a customer request a supervisor regardless of the situation to immediately get a supervisor.

53	01/17/08	1/18/12:51p Customer called in on the French line and the agent's id# did not appear. He immediately begin to type profanity toward the agent and request a supervisor. The customer would like the center manager to contact him via email or phone.	01/17/08	Contacted customer, apologized for the missing agent ID and suggested to state future problems without using profanity.
54	01/17/08	Voice Carry Over customer said the operator hung up on her after she gave the agent call instructions. Apologized for inconvenience. Follow-up requested.	01/17/08	The agent does not remember the call and stated she does not hang up on customers. Could have also been a computer issue.
55	01/14/08	Captions - stop in middle of call	01/14/08	Customer shared feedback regarding disrupted calls on one day for no explainable reason. Customer service researched the call detail given and could not identify the incidence of a disrupted call. Customer Service Rep apologized for incidence and thanked customer for reporting. Customer Service Rep suggested customer document not only the Communication Assistant # but the date* and time of any future incidence so we can identify the call in question.
56	01/13/08	Has problem calling into relay on 800 955 8770. Customer calls that number and gets TTY answer instead of voice answer. Customer has complained about problem many times in the past and has had no one contact him back or resolve the issue. I branded the line as voice hoping to fix the problem.	01/13/08	Resolved this issue by branding customer's phone line as Voice.

57	01/10/08	FL Voice customer attempted to call TTY customer and Relay Agent informed her there were TTY tones then a short beep and the line disconnected. Customer Service apologized for this problem, tested the line and found the same problem and entered in TT # 5676755. Follow up is requested.	01/10/08	Called customer and was told the problem no longer exists. Customer is thrilled to be able to contact TTY friend. Case closed.
58	01/08/08	1/1/08 @ 2:35A The customer stated the agent disconnected his call.	01/08/08	The agent stated the customer kept insisting agent tell him what center he was working at and even spoke with the AIC. The customer kept insulting and using profane words toward the agent and the AIC and continue to ask for the call center's location. AIC communicated to the customer that we are unable to disclose our location and to please stop directing profanity at the agent and AIC. The customer continued to use insults and requested customer service. AIC transferred call to customer service.
59	01/04/08	Agent disconnected his call. Forwarded on to correct center. Complaint came in on 12/30/07 at 6:28 pm No follow-up requested.	01/04/08	Had a discussion with the operator whom stated he would never intentionally disconnect a customer and he must have accidentally pressed the wrong key. A review of call processing was done with the operator and he was informed that he will be placed on corrective action if this happens again. Operator stated that he understand and was very apologetic.
60	01/01/08	Individual called very upset and frustrated with Jacksonville Center (FL Relay). Had complaints of an operator disconnecting call. Upon redialing into relay received the same operator. When the operator was questioned by the caller as to why their call was disconnected the operator refused to answer. Individual stated Supervisor (Patricia) was and "Idiot" and "Inferior". Supervisor was found to not be helpful.	01/01/08	Apologized for any inconvenience the individual received when trying to place their calls. Caller requested contact with the Center Manager. Request was e-mailed directly to Manager. The customer asked the AIC for they city the agent was located in. The AIC informed customer was unable to provide the city the agent was located in but would file a complaint on the agent and further actions will be taken. The AIC stated the customer used profanity during their conversation. ( A complaint was filed on the agent)
61	12/26/07	Billing - General	12/28/07	Collected information and took appropriate action.

62	12/19/07	Sound Quality - Buzzing	12/19/07	Advised FTRI to go ahead and switch out the CapTel.
63	12/18/07	Voice Carry Over branding not appearing to Relay operator but call received Voice Carry Over via Relay Customer Service. (advised Trouble Ticket and complaint would be entered) TT. 5553500 Customer requests contact via email	04/22/08	<p>Sent follow up email to customer. Will wait to hear from him. Customer emailed a response on 4/22/2008 saying that "...dialing 711 relays operator still answers "use TTY or voice" when I give the number the operator still come back and repeats with "sorry, TTY tones please repeat that number." On 5/9/2008, technician confirmed that this customer was branded Voice Carry Over. On this same date, Customer Service Representative emailed to this customer yet customer continues to experience difficulty: "...both time "voice or type now". If I say the number I always have to repeat it cause operator says she heard TTY tones." On 5/14/2008, referred to CCOD SME to be sent to Operations department for resolution. After investigation and discussion with Operations, it was determined that customer may be using the CapTel phone to connect to TRS when calling 711. Customer seems confused by TRS Voice Carry Over greeting and may need more education on how to use CapTel with TRS. Manager emailed customer on 5/29/2008 and offered to have a CapTel workshop set up so that interested persons could review the phone and its features.</p>
64	12/12/07	The customer stated the agent was very rude insulted her and the voice person she was speaking with. She also stated the agent does not type verbatim.	12/12/07	The agent is no longer with the company.



65	12/11/07	On Dec 10th, the Voice Carry Over customer stated that she has been billed by Sprint for two consecutive months now and clarified that her LD COC is IDT. Wanted to find a resolution to this problem. Follow up needed.	12/11/07	During the discussion I had with the Voice Carry Over customer, the computer froze while I was attempting to check the Database to see if her COC has been selected to IDT. [her note states that IDT would be her LD COC]. I then placed a call to Sprint Customer Service Representative regarding this issue and discovered that two more selections is needed to make this work. Then I was instructed to contact the Voice Carry Over to instruct the Voice Carry Over to submit this month and previous month phone bill for credit attention to Customer Service. 1st attempt [12/10] at 4p-busy 2nd attempt [12/11] at 230p-busy 3rd attempt [12/11] at 305p-busy 4th attempt [12/11] at 321p-busy. This Voice Carry Over needed to be referred to Customer Service on this issue. Trouble ticket submitted. Called on 5/6/2008 at 4:30 pm. Relay agent turned off the Turbo Code feature yet customer still received scrambling/garbled messages 50% of the time. I had to repeat my comments several times. Agreed that I will contact the FTRI Outreach Specialist to have their specialist call this customer to set up a day and time for them to check out this customer's equipment and to review how the Voice Carry Over phone works. Emailed to Customer Service manager on 5/6 to communicate with FTRI about this appointment. Emailed on 5/6 re: "...Voice Carry Over needed to be referred to correct person on this issue" and asked for an update. On 5/14/2008, Customer Service verified that the necessary steps were already in place regarding to COC.
66	12/04/07	Customer states that her voice cannot be heard when dialing out to relay service. She also states that she still gets garbling on over half of her relay calls. Customer Service response: Apologized for the problem and assured that a trouble ticket would be turned in TT 5465860	04/29/08	Spoke with consumer and was told her problems are gone, and had very little to complain about. Was very appreciative someone called to ask her if everything was ok.
67	11/28/07	11/21/07 @ 1:25A Operator and most operators do not follow customer notes or request about leaving message on ans machine. Also the operators use GA or SK for outbound when not ready to hang up.	11/28/07	The agent stated customer notes did say if answering machine is reached to leave a message, but the customer stated she was going to call several numbers in the middle of typing the message. The customer stated the agent would need to read the notes, the agent then asked if she would like to redial the number and apologized for any inconvenience. Coached agent to read all customer notes before processing a call and if unsure of how to process or follow customer notes to get a supervisor for assistance.

68	11/26/07	A FL Voice Carry Over customer complains that he keeps getting disconnected when calling his daughter internationally. She also gets disconnected when calling him. When calls are made directly through the phone without the relay, there is not a problem. Customer has contacted Ultratec, who says there is not a problem with the phone. Apologized for inconvenience. Opened TT 5407962. Follow-up requested.	11/26/07	Center made several successful calls internationally without problems. Customer follow up could not be completed due to phone line no longer in service.
69	11/20/07	Voice person stated that yesterday [Nov 19] at approximately 232pm she was trying to assist a Voice Carry Over who was having a problem calling into a Relay service and that she was attempting to contact her. However, the voice person felt that this agent in a sarcastic voice tone belittled her. "You don't comprehend this is relay service providing telephone service for deaf and hard of hearing" She stated she know what relay is for and did not appreciate the tone the agent use when voicing "comprehend". Apologized to the customer and assured that this will be referred to the agent's direct supervisor. No follow up necessary.	11/20/07	The agent does not remember the call. Educated agent on being polite and courteous to customers at all times and if the customer does not understand her explanation to immediately get a supervisor to assist with the call.
70	11/12/07	Accuracy of captions	11/12/07	Customer shared feedback regarding accuracy of captions. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date* time* Communication Assistant # for more specific follow up.
71	11/09/07	Voice Carry Over customer of 10 years reports lost branding. Another problem he reports is reaching a relative through Relay. Apologized. Re-branded. Ticket 5309395 was opened. Follow up requested.	11/09/07	Tried to contact consumer 3x, left messages. No reply back. Follow up could not be completed. Voice Carry Over was re branded by technician.

72	11/09/07	Customer's friend is unable to receive calls from relay. Will answer the phone, but inbound disconnects right away. TTY has been tested by customer service and is fine. Problem has been happening for a couple months. TTY user can make calls, but not accept them. Also, when voice customer asked for a supervisor to talk to, agent kept asking for number to dial or the billing. Agent would not get supervisor for inbound voice. Complaint was filed on 11/5/07 at 5:03 pm. Customer requests follow up.	11/09/07	No agent assigned with an id# at this time, unable to follow up.
73	10/29/07	Account Login Failure	10/29/07	Unit's account activated. Unit now operational.
74	10/27/07	Customer states that when she uses FL relay to call her sister's phone number that the line just disconnects after her sister answers. Customer states her sister has called and written a letter about this problem but the problem was not fixed.	10/27/07	The id is used when agents have TTY to TTY calls. I tried calling the following contact numbers on October 27th and received no response. I will forward information to the appropriate tech dept.
75	10/25/07	Communication Assistant hung up on call.	10/25/07	Agent does not remember the call. Explained to agent at no time can he disconnect on a customer, went over disconnect procedures with the agent.

76	10/24/07	Disconnected/Reconnect during calls	10/24/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
77	10/22/07	Voice Carry Over customer reports agent would not repeat agent ID. (complaint taken by MA Customer Service) Customer did not request contact.	10/28/07	Agent is aware of the call and stated the Voice Carry Over user asked him to repeat his ID# and he sent the greeting macro. The Voice Carry Over user said the message was garbled and to repeat, the agent typed his ID# and the Voice Carry Over user hung up. Coached agent to always follow instructions from the customer, and if assistance is needed to get a supervisor immediately.
78	10/21/07	Voice customer, during the middle of the call, was asking agent to read TTY user text verbatim, (not translate to conversational English) for purpose of verifying the TTY user's identity. Agent was typing requests to TTY user and voice user asked for supervisor. Agent typed that to TTY user. Voice customer was upset that the agent did not honor her request to read verbatim or get supervisor while call was in progress.	10/21/07	Team Leader explained to customer that agents were required to type everything back to the TTY user and not allowed to get involved in a conversation. Only the inbound customer could give permission for the outbound customer to request a supervisor during the middle of the call. Agent followed procedure. Non agent error.
79	10/17/07	TTY user said it takes 10 min for the call to connect to an operator and would like the issue resolved. He says he sees the light flashing and then becomes solid. The opr that received the call said it took about 35 seconds for the call to connect to his computer. The customer called from that number. Forward complaint to customer service.	10/17/07	Apologized for the delay in connection. Suggested to have customer's phone line checked to check for possible malfunction.

80	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
81	10/15/07	Technical - General	10/15/07	Customer received a busy signal when trying to use a calling card dialed via an 800 number. Upon researching the matter, it was learned the 800 number was not designated to allow relay calls. Customer will be using a different calling card that allows relay connection.
82	10/11/07	A FL Voice Carry Over customer has had trouble for the past two weeks getting connected to a relay agent using either 711 or the 800 number. He continually gets the message "Sending Auto ID." Once he waited two and a half hours before an agent answered. He said this never happened before. Apologized for inconvenience. Opened TT 5097462. Follow-up requested.	10/11/07	Consumer has had technician check his problem, which technician has not experienced any problems with hook up. Customer line is disconnected and no further contact information provided. Case closed.
83	10/10/07	Long time Voice Carry Over customer reports he dials 711 to reach the FL Relay. For the past couple of weeks his calls are answered TTY, and it creates confusion. Apologized. Provided the dedicated toll free Voice Carry Over number. Ticket 5091177 was opened. Follow up requested.	10/10/07	Contacted consumer, who has not been experiencing any problems with his relay calls. Will call customer service if it occurs again. No need for any follow up, satisfied that problem has been resolved.
84	10/08/07	Called Florida Relay on 10/3/07 at 8:19 am. Agent didn't respond when customer asked agent number to be verified. After no response, customer hung up and redialed back into relay and reached the same agent. Customer immediately as for a supervisor and agent didn't respond, then call was disconnected. The complaint was filed on 10/6/07 at 10:30 am. Apologized to customer. Forwarded complaint on to correct center for follow up.	10/08/07	Agent not aware of call. Coached agent to follow all instructions from a customer. If the customer would like the calling to number verified before dialing to verify the number with the customer. Also educated agent if a customer request a supervisor to immediately get a supervisor to assist the customer and to not disconnect on any calls regardless of the situation.

85	10/04/07	FL TTY customer dials 711 and is receiving a message that continuously says "sending id". Other times it takes her up to 10 minutes to connect with a relay operator. Customer Service apologized for the problem and requested customer contact their local phone company Verizon to see if they have a problem with the 711 lines and also entered in TT 5052995. No follow up requested.	10/04/07	There is no agent number to follow up with agent in ref to issue. Close customer contact as of 10/17/2007
86	10/04/07	Billing - General	10/04/07	Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly. Customer relocated to son's house and had not registered his number, thus received default carrier billing as a result. Customer now registered at both home and son's home for future billing purposes.
87	10/02/07	Agent gave poor service. Forwarded on to correct center Complaint 9/28/07 at 10:20 am.	10/02/07	Spoke with agent about the call processed on 9/28/07. Agent not familiar with the call but stated all calls are processed based on procedures in handbook. Supervisor asked the agent if a refresher was needed on any call procedures etc. The Agent stated she is aware of how to follow all procedures when processing calls.
88	10/01/07	Technical - General	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned call to CapTel user successfully.

89	09/28/07	A voice customer called to report that for the past two days she has had a lot of difficulty contacting her TTY neighbor. Sometimes the neighbor never receives the call but the agent says it is ringing. Sometimes when the TTY user picks up the phone the line disconnects. Twice when the voice customer called the FL relay number it said that number had been disconnected. Apologized for inconvenience. Opened TT 5016316. Follow-up requested.	09/28/07	Technician checked into issue. Called 4x to follow up to make sure disconnection problem have been resolved. No answer, unable to complete follow up.
90	09/26/07	TTY customer stated that he is calling from a Okaloosa Correctional Facility in Crestview Florida and that he has been trying to call into FLA relay to no avail from 905pm to 940pm. He also stated that it take him a while to connect to relay center and wanted this fixed. Before I could ask a couple questions the line got disconnected. Customer did not want to provide his name nor want a follow up on this.	09/26/07	We had 10 agents gated Florida and we were definitely not busy during that time frame. Unable to resolve customer's issue without more information. Customer did not provide details, nor did he provide follow up or number to do a follow up. Case closed.
91	09/24/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
92	09/17/07	Captions - dropped characters/garbled text	09/17/07	Customer's relative shared that the CapTel user experienced dropped characters and garbled text. Advised customer to try using the phone in a different location to determine if it is phone line related. Also advised documentation of future incidents of dropped characters and garbled captions and to report back with the date* time and Communication Assistant # if more incidents occur so we can investigate further.

93	09/17/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
94	09/17/07	Captions - dropped characters/garbled text	09/17/07	Customer's relative shared that the CapTel user experienced dropped characters and garbled text. Advised customer to try using the phone in a different location to determine if it is phone line related. Also advised documentation of future incidents of dropped characters and garbled captions and to report back with the date, time and Communication Assistant # if more incidents occur so we can investigate further.
95	09/16/07	TTY caller made this complaint on 9/14/07 at approximately 909pm. TTY caller said they called in several times reaching this same agent #: Each time the agent wouldn't dial the number given and hung up on the caller. AIC taking the complaint apologized and told the customer a supervisor would follow up with the agent. No request for follow up with the customer.	09/16/07	Agent does not remember call. Coached agent on following all instructions give by the customer.
96	09/14/07	Voice customer says Voice Carry Over customer gets garbling when she calls her but everyone else calls her and her calls are fine. She garbles only with this caller. The calls took place at approximately 10:00 AM ET and 10:53 AM ET Apologized. Follow-up requested.	09/14/07	Entered TT 4920375. Consumer was finally reached and reported that her contact with the Voice Carry Over user is much better. The Voice Carry Over user gets very little garbling. Will call back if any more problems occur but overall consumer is satisfied.



97	09/12/07	Accuracy of captions	09/12/07	Customer shared feedback regarding accuracy of captions. Noted some spelling errors on common name. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date* time* Communication Assistant # for more specific follow up.
98	09/12/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
99	09/11/07	A FL voice caller called to complain that while on phone call agent typed everything she said and when agent was trying to explain why she was typing what was being said the agent was rude. Apologized for the problem and explained that agent must type everything heard during the call. Customer does request follow up by supervisor	09/11/07	This customer kept interrupting when ever the supervisor or the agent tried to explain how the relay worked. Supervisor said that neither agent nor herself were rude. Customer was just angry at the call. No action taken for agent or supervisor. Non agent error. Team Leader contacted customer on 9/17/07 to explain how the relay works and apologized for inconvenience.
100	09/11/07	A FL voice caller called to complain that while on phone call agent typed everything she said and when agent was trying to explain why she was typing agent was rude and asked for supervisor. Customer complained that the supervisor was unprofessional by backing up everything that agent said. Apologized for the problem and explained that agent must type everything heard during the call. Customer does request follow up by supervisor.	09/11/07	This customer kept interrupting when ever the supervisor or the agent tried to explain how the relay worked. Supervisor said that neither agent nor herself were rude. Customer was just angry at the call. No action taken for agent or supervisor. Non agent error. Team Leader contacted customer on 9/17/07 to explain how the relay works and apologized for inconvenience.

101	09/10/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has implemented an ongoing adjustment to correct CID detail until our equipment vendor can provide a permanent solution.
102	09/06/07	Accuracy of captions	09/07/07	Customer shared feedback regarding captioning accuracy of her captioned calls. Customer Service Rep apologized for incidence and thanked customer for the feedback. Customer Service recommended documenting the date* time* Communication Assistant # so that we can follow up with the Communication Assistant and supervisor accordingly.
103	09/05/07	Customer Complaint: Caller reported that his calls are still being answered in Spanish even when he dials the FL English number which is programmed into his TTY. He has reported this problem before and a trouble ticket has been entered, but it is still happening. He makes calls both in Spanish Voice Carry Over and English TTY. The system seems to be automatically answering in the last call mode that was used. If he reaches Spanish operator and needs English, if they transfer the call most times it is disconnected. Even when dialing 711 it is answered Spanish. Customer Service Response: Apologized, entered TT #4852466 Follow up requested from tech and program manager	09/05/07	Technician noticed branding was switched to Spanish. Changed back to English and made note in customers files to keep branding on English. Customer does not have any problems now with the FL Relay calls, which are being answered in English. Case Closed.
104	09/04/07	Customer Complaint: Taken by MA Customer Service Kim at 23:12 on 9/2/07. Caller stated the Communication Assistant was rude when she asked, "do you know how to use relay?" When the person said "I just said go ahead", the Communication Assistant "snapped" "I have to have a yes or no answer". Customer Service Response: Told the caller the report would be sent to the call center supervisor. No follow up.	09/04/07	Agent does not recall incident. Coached agent on the proper procedure when verify the familiarity of service and to remain professional and courteous at all times.

105	09/02/07	9/1/07 @ 3:15pm Customer says he believes agent hung up on him. Agent id went across his screen but then there was no response.	09/02/07	Agent was coached by the supervisor on the correct procedures for disconnecting a call. Agent understood the importance of following call procedures.
106	08/29/07	Customer Complaint: Caller reported on 8/27 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.	08/29/07	Reassigned to correct center.
107	08/29/07	Customer Complaint: Caller reported today 8/29 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.	08/29/07	Agent was aware of the call and stated the customer tried to make a call long distance and reached a recording. (You have reached the Sprint network or records show you have not established an account with us and provided an 800 number) The agent then asked the customer if she would like to use another LD carrier? Educated agent to follow instructions from the customer and to process calls in a professional and courteous manner at all times.

108	08/29/07	Customer Complaint: Caller reported on 8/26 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.	08/29/07	Agent was not aware of the call. Educated agent to follow instructions from the customer and to process calls in a professional and courteous manner.
109	08/29/07	Customer Complaint: Caller reported on 8/27 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.	08/29/07	Agent does not remember the call. Coached the agent on remaining professional, courteous and to follow call procedures along with instructions from the customer.
110	08/29/07	Customer Complaint: Caller reported on 8/26 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.	08/29/07	Agent remembers the call. TTY customer called into FL gate and wanted to place a call to his sister in California but would not provide LD Carrier. The Sprint Network recording would come up each time caller directed agent to redial. Agent asked for customer's LD carrier but the customer refused, the agent then alerted the supervisor. The supervisor then asked the customer for the COC provider the customer refused and stated private information was not needed to process the call. The supervisor assured the customer only the COC name was needed to process the call no other information. Customer disconnected the call. The supervisor coached the agent on remaining professional at all times.

111	08/27/07	Voice Carry Over call on 8/26/07 @ 6:34pm Agent sounded very rude to customer. Agent kept telling the customer what to do. Apologized to the customer. No follow-up requested.	08/27/07	The agent stated he was trying to explain certain call procedures and keep the customer informed. Agent said he apologized to the customer, but the customer made offending remarks regarding his ability to perform his duties as a relay operator. The supervisor went over proper call handling procedures with the agent as well as remaining transparent, courteous and professional at all times.
112	08/14/07	TTY stated the operator was rude and not patient.	08/14/07	Educated agent to remain professional, courteous and patient at all times.
113	08/13/07	Customer Complaint: Caller is having difficulty connecting to the English and Spanish relay numbers in FL. When dialing to English number he gets connected to Spanish, then when he asks to be transferred to English operator he gets disconnected. Also connects in Spanish to English Relay Customer Service department. Customer Service Response: Apologized for the problem and told him a trouble ticket would be entered (#469853). He said a technician was already working on the issue with TT#4668154 and he was conducting test calls as the technician had asked that he do. Follow up contact the customer at his email address provided.	08/13/07	Customer said he is fine as of now. Now problems so far. Encouraged him to document the agent number and the time of call to be able to investigate the complaint more fully. Case Closed.
114	08/08/07	FL Voice customer called around 4:18 pm to say the relay operator was very slow and a little testy. Customer Service apologized to the customer and assured her that this would be forwarded to the Supervisor. No follow up needed.	08/08/07	Team leader spoke with this agent about tone of voice. Sometimes sounds like she is a little angry and needs to soften her voice.
115	08/07/07	A FL TTY customer says that for months when he calls the English language relay number, 3 out of 5 times he receives a Spanish speaking operator. Apologized for inconvenience. Tested number and got through to English language agent. Opened TT 4668154. Follow-up requested.	08/07/07	Called consumer back, issue has not occurred since. Case closed.
116	08/06/07	Customer's stated that for 40 minutes of talk time, 30 minutes of the call was garbled. In addition the operator rudely talked fast. Customer received bill for entire time, despite 3/4 of the call having garbled communication. Apologized and inquired about an operator ID. Customer did not recall ID. Referred customer to customer service for billing issue. Suggested alternate state relay number connection.	08/09/07	Supervisor followed up with customer. Customer is unable to locate the ID number of operator handling call, but will try to note this information on future calls. Customer has contact Customer Service regarding her billing question. Customer will try alternate state relay. Apologized again and customer is satisfied with follow up.

117	08/02/07	Caller wanted to file a complaint that she received a message left on her TTY answering machine that was in Spanish which she was unable to read as she does not speak Spanish. Apologized for the problem. Follow up not required.	08/02/07	Was issued an apology and customer did not request for follow up. Case closed.
118	07/29/07	After reaching 2 recordings, customer requested no recordings to be typed. On the next dial out agent typed the recording that was reached. Customer became angry and asked agent why they did not follow instructions. Agent responded by sending Alt 2 - number 1 or 2 - and ignored the customer. Customer is very upset that the agent didn't even attempt to apologize and ignored them. Customer stated they will also be calling customer serv. Apologized to customer.	07/29/07	Team Leader talked to this agent about following customer instructions and being polite to the customer. Agent did not remember call.
119	07/25/07	Customer states that this Communication Assistant needs further training. They were very slow at typing the message and seemed to not know how to process the call properly. The customer had to repeat several times what was being said and it made the call very confusing and distracting. Customer Service response: Thanked the customer for letting us know and apologized for the problem. Assured that the complaint would be sent in as stated. No call back was requested.	07/29/07	Team Leader spoke with this agent about the call. Agent stated that customer was very hard to hear and had an accent. Agent was trying to type everything verbatim as required. Agent apologized for causing confusion.
120	07/20/07	Call came in on English gate. French customer complained that there was no one available to handle his call in French. Supervisor spoke with customer and explained that the French agent was on another call. Supervisor had the agent's switch and the French agent then came to handle the French call in the English gate. Customer wants follow up.	07/25/07	Current procedures are in place to ensure that French agents are made available to handle incoming French calls. Tried calling customer for follow up on several occasions received no response.
121	07/19/07	Customer said line is disconnecting when calling into relay and has to make several attempts to put the call through. Customer was transferred to customer service to discuss problem. Customer mentioned agent # but said problem was continuous with several different agents.	07/19/07	Forwarding complaint on to correct center, although the customer was transferred to Customer Service. This is a technical issue and not thought to be agent error. Agent recalls receiving a call where the text would appear garbled. He notified customer that he was having trouble reading their conversation. Agent said that sometimes a call will drop in and the customer will ask about how to connect a TTY machine or will have similar questions to which the operator does not know the answer to. He will then refer and/or transfer them to customer service, but no particular incident comes to mind. Supervisor educated agent if there is a technical issue to notify supervisor immediately to have a trouble ticket filled out.

122	07/18/07	This TTY customer is quite upset that this agent would not tell him who they worked for and states that he received a letter regarding a previous problem on card corporate stationary. He wants the person's supervisor to know that this agent should tell who they are working for so they know who to contact regarding the problems he has been having lately. Apologized. No follow-up requested.	07/18/07	TL spoke with this customer and the Communication Assistant who processed the call. The agent was following company policy. The TL observed the call. Agent did nothing wrong. TL tried to explain this to the customer.
123	07/17/07	Customer is new to the FL Relay and was making test calls with an FTIRI Representative in his home. Customer notes request speed set at 20 words per minute with no abbreviations. The operator did not follow the notes, and it left the customer frustrated with Relay. Apologized. Assured customer and FTIRI Representative that the supervisor would be notified. No follow up.	07/17/07	The customer reported the call was on Tuesday, 7/17/07, at approximately 9 AM. The agent did remember the call and apologized to the customer in ref to the speed. The agent stated she did not see notes pertaining to not using abbreviations in the customers call notes. The supervisor addressed the issue and educated the agent to read and follow through with all request or notes from the customer.
124	07/10/07	Caller wanted relay to process a text chat call. When told we don't do those types of calls, customer got upset.	07/10/07	Non agent error. Agent following procedure.
125	07/02/07	TTY user stated Communication Assistant was instructed to leave a message on an answering machine. The message was never left on the voice answering machine. TTY user stated the message was very important and should have been left. Customer wants follow up call.	07/02/07	Apologized. Coached agent. Attempted to contact customer three times, but no answer each time.
126	06/28/07	Disconnect/Reconnect during calls	06/28/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
127	06/26/07	Voice Carry Over customer said they've been losing their branding every few weeks since November. No follow up necessary, just wants it fixed. -Rebranded customer as Voice Carry Over	06/26/07	Line has been branded Voice Carry Over.
128	06/26/07	Customer had Voice Carry Over in the notes but the account was not branded. Lately she has been having trouble with agents not realizing she is Voice Carry Over and missing the first part of her message. With permission, we branded the account Voice Carry Over. She wants to make this doesn't happen again. No follow up necessary.	06/26/07	Verified that customer's number was branded as Voice Carry Over. If they continue to have problems, they can contact Customer Service directly. No follow up information provided.

129	06/25/07	TTY User states that the operator did not do a good job. After reviewing call history, operator dialed first time, informed TTY user that ringing stopped. Operator redialed per instructions and received an answering machine. Customer was angry saying that they needed to speak with their mom. No operator error seen. TTY user hung up on me and said they would call "Big Boss." No follow needed, non agent error.	06/25/07	No error seen by supervisor, non agent error.
130	06/22/07	Echo Sounds - CapTel user hears	06/22/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction. Also advised customer of possibility of using an assistive listening device in conjunction with CapTel phone.
131	06/21/07	TTY customer called FL English TTY number and reached FL Spanish operator who transferred to Customer Service. The call was at approx 9:40A (CST) today, 6-21-07. (apologized for problem encountered) Customer requests contact.	04/14/08	Emailled customer and was informed the problem no longer occurs. Case closed. Based on resolution entered on 4/15, customer is satisfied.
132	06/18/07	This caller received a call from his son (voice to TTY) which had an operator changeover. Caller claims that the relief operator "started fooling around with his console" and "typed every word twice even after being warned to stop it". The operator told the caller that he was experiencing "technical problems" and that he could call back to reach another operator, then he disconnected the call with no other warning. Caller prefers to be contacted by fax; time of day is irrelevant.	06/18/07	Team Leader spoke with the Operator and discussed appropriate call processing procedures and how to handle technical issues. Operator is aware to request for supervisor assistance as necessary. Also faxed letter to customer @ (954) 722-3184.
133	06/14/07	FL TTY customer states when attempting to reach an operator on the French dedicated line the phone rings and rings with no answer. Customer Service apologized for the problem and entered TT #4323448. Follow up is requested with resolution.	06/14/07	Called consumer after tech support checked into problem. Called three times, left messages, no call back. Case Closed.



134	06/13/07	Disconnected/Reconnected during calls	06/13/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
135	06/08/07	Disconnected/Reconnected during calls	06/08/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
136	06/07/07	Customer said he has tried to get into Spanish Relay 10 times and no one will answer the line. Long, long wait time before he hangs up. Wants this looked into. Complaint filed at 5:05 pm on 6/7/07.	06/07/07	Team leader filled out a trouble ticket on 6/07/07 for this problem. Forwarding to customer service for further follow-up if needed. Customer Service attempted to contact customer. 3 unsuccessful attempts. Closed contact. If customer calls back, transfer to Customer Service for assistance.
137	06/07/07	Voice customer said that agent was very rude. She kept interrupting her as she was talking and that did not bother her, it was the way it was said. Voice customer also said that she couldn't understand what the TTY user was saying because of how the agent was reading the message. She doesn't believe the agent read what the TTY user typed.	06/07/07	Team Leader spoke with agent about proper conduct during call and the importance of pacing correctly. Agent stated that voice person spoke very fast and she was trying to get it verbatim. Agent also states that she read what the TTY user typed was very heavy ASL. Customer Contact was closed on the 8th of June. Internal update reopened contact. Customer contact closed again. Agent spoken to on the 8th.
138	06/07/07	6/1/2007 6:05pm TTY user said he informed agent not to type the recording and she typed the recording not following his instructions. No follow up requested.	06/17/07	Operator is aware of the need to follow customer's instructions. Operator will make every effort to follow instructions going forward.
139	06/07/07	Disconnected/Reconnected during calls	06/07/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
140	06/06/07	Billing - General	06/06/07	Discussed need to register long distance carrier of choice with caller and registered voice user accordingly.

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STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
BETH W. SALAK  
DIRECTOR  
(850) 413-6600

## Public Service Commission

June 19, 2009

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th St., SW  
Washington, D.C. 20554

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms. Dortch:

Enclosed is an original and four copies of Florida's relay complaint summary for the period of June 2008 through May 2009. Also enclosed is a compact disc containing the same complaint summary.

Florida received 84 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact me at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

*Robert J. Casey*

Robert J. Casey  
Public Utilities Supervisor

Enclosures (6)

cc: Arlene Alexander, FCC Consumer & Governmental Affairs Bureau  
Division of Regulatory Compliance (Salak, Harvey)  
Division of Service, Safety, and Consumer Service (Moses)  
Office of General Counsel (Tan)



**FLORIDA  
FCC COMPLAINT  
LOG**

**June 1, 2008 – May 31, 2009**

**Complaint Tracking for FL (06/01/2008-05/31/2009). Total Customer Contacts: 84**

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/07/08	A voice customer said that the agent was very rude. The customer said that they could not hear the agent and when they asked them to repeat, the agent was rude. The complaint was made on 6/5/08 but the customer said the incident happened around June 2 or 3. The complaint was forwarded to the correct center. No follow-up was requested.	06/07/08	There is no such agent ID number.
2	06/09/08	A customer contacted Customer Service via email at 9:09 PM on 6/6/08 and stated: "She is very nasty and hateful to us, most times she won't let the calls go through and when she does put it through she is saying sarcastic remarks about my husband being deaf and in prison. Also she tells other operators not to answer him when he dials. Some complaints have been forwarded to the ADA concerning her making fun of the deaf. Family members are not deaf and we hear the awful insults." Customer Service replied via email that the report was sent to the call center supervisor. Follow-up was requested.	06/09/08	A supervisor coached the agent on proper call handling procedures and to always provide the best quality service. A follow-up email was sent to the customer on 6/9/08 letting them know the resolution.
3	06/16/08	A TTY customer's branding has changed from TTY to BRDU and they have been trying all week to find out how to fix it. The problem started 6/10/08. I apologized and opened a trouble ticket. No follow-up was requested.	06/16/08	Customer Service verified the branding. The only reason the branding may not have been updated is the ani.dat file wasn't updated on both call controllers. The issue is now resolved and the customer did not request follow-up.
4	06/16/08	Accuracy of captions	06/16/08	A customer shared feedback regarding the accuracy of captions. Customer Service advised them that it would be most helpful to have a sampling of what they are seeing to determine if the captioning is affected by phone line quality (dropping characters in the words) or actual CA performance. The customer was told that if she documents the date, time, sample errors and CA number, we can do specific follow-up with the captionist at the Call Center. We can also advise the customer whether their was caused by poor data connection quality or a CA at the Captioning Service. The customer chose not to provide specific follow-up.
5	6/17/2008	Billing - General	6/17/2008	Confirmed with the customer that the default relay carrier billing charges appear on his bill prior to customer's carrier of choice registration date, due to his home carrier of choice not being registered with CapTel. Explained to customer that now that he is registered, he will receive billing according to his home carrier of choice. Advised consumer of the many ways carrier of choice registration is brought to CapTel consumer's attention.
6	06/18/08	A caller requested that the agent not type recordings. The agent typed a short recording which stated that the number dialed was not accepting calls, because the agent thought it was important for the customer to know.	06/18/08	The Team Leader explained to the agent that she could understand why they were trying to be helpful in this situation, but to always follow customer instructions no matter what. The agent understood and apologized.
7	06/18/08	Technical - General	06/18/08	A long distance network problem was identified where calls were routed through an incompatible network using VOIP lines, causing data connection difficulties. The problem was resolved by technical support by routing calls through an alternate network. I confirmed with the customer that this remedied the circumstance.

8	06/26/08	A customer says that all of her calls through the relay service are garbled. She has tried to adjust the settings on her phone to no avail. Customer Service responded by apologizing for the problem and assuring her that we would turn in a trouble ticket. A trouble ticket was opened.	06/28/08	The Relay Program Manager will transfer this complaint to the correct Relay Program Manager who handles Florida. I attempted to reach customer 3 times on April 19 - there was no answer and no answering machine to leave a message. The trouble ticket explained the resolution. The Relay Program Manager attempted to call customer 3 times but there wasn't a way to leave a message.
9	6/27/2008	Billing - General	6/27/2008	Collected information and took appropriate action.
10	06/30/08	A customer complained that the agent was playing games and typing slowly.	06/30/08	A supervisor followed up with agent, who stated she had slowed her typing speed down to try and correct garbling from the TTY user. The typing on the agent's end was accurate. This was no agent error and no action was taken.
11	07/03/08	Around 8:45 PM a VCO customer called in requesting to speak to a supervisor regarding an issue of agents disconnecting his calls. The customer said that he is having difficult time trying to place calls and that seven times in the last hour agents disconnect him after saying that they cannot place a call from a correctional facility. I explained that I was unable to transfer this call to a specific supervisor and suggested that he should discuss this with Customer Service, which he declined. I also stated that I could not follow-up without Agent IDs being given. The customer wants a resolution, so this was referred to the account manager for follow up via mail.	07/03/08	No specific agent IDs were given for coaching. The supervisor walked around floor reminding agents about the proper procedure for handling correctional facility calls. The complaint was forwarded to the account manager for follow-up.
12	07/07/08	The customer stated that at approximately 2:45 PM today he got agent and provided the calling to number. When he did not receive any response, he provided the number a second time, but there was still no response. The customer then typed "hello qq ga" and nothing was typed back. The customer had to disconnect the call and redial into relay, which he finds very frustrating. I apologized for the inconvenience and assured him that this will be forwarded to agent's direct supervisor.	07/07/08	No follow-up with the customer was required. The agent did not hang up on the customer. The computer did a "memory dump" in the middle of the call, which automatically disconnects the call. This is a technical issue and not agent error.
13	07/14/08	Service - General	07/15/08	A customer shared feedback regarding the service of a specific captionist during some Spanish captioned calls. The Customer Service Representative apologized for the incident, thanked the customer for the feedback, and informed them that this information was shared with Captioning Service management so that the processing of Spanish captioned calls can be improved.
14	08/03/08	A TTY user said that this agent was very rude and refused to make a TTY to TTY call for him and told him he was calling from a jail. He tried to place this call approximately 12:50 PM. There were no customer notes indicating that the calling number was at a prison. I apologized and told him I would refer the complaint for follow-up. No follow-up with the customer was requested.	08/03/08	The complaint was forwarded to a supervisor for follow-up on processing calls and not arguing with customers. The agent was terminated for unacceptable behavior.
15	08/06/08	Disconnect/Reconnect during calls	08/06/08	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
16	08/07/08	A FL voice customer called to complain that he cannot reach his mother via FL relay. The line goes dead for 10 seconds and then he gets a recording informing him that long distance calls must be billed, and asking him to enter the number he is calling. He does not reach a live agent. He gets the same result whether calling the FL 800 number or 711. I apologized for the inconvenience and opened a trouble ticket. Follow-up was requested.	08/07/08	I called the customer twice and there was no answer, then I was able to leave a message on voice mail. The customer has not called back. The trouble ticket explained the resolution. The Relay Program Manager left a message on voicemail and has not received a call back.

17	08/09/08	A customer attempted to call Florida Relay on August 8th 2008 from 9:00 PM to 11:00 PM and was unsuccessful. She kept getting a message telling her to hold for a relay agent, but was never connected to an agent. The customer needed to get through to her doctor and was unable to do so. She is asking for a letter explaining that the relay system was down to be sent to her and her primary care doctor. The Customer Service Representative apologized for the error and recorded the customer's and doctor's addresses so a letter might be sent. No follow-up was requested.	08/20/08	A letter was sent to the customer on 8/20 with an explanation of a significant increase in call volume during this time frame on 8/8 and an apology for the inconvenience.
18	08/11/08	A caller reported that they could not complete a call by dialing 711 on 8/9/08 at 5:27 PM. The Customer Service Representative apologized for the inconvenience and provided the 800 VCO number. A trouble ticket was entered on 8/11/08 and follow-up was requested.	08/11/08	I contacted the customer to let her know that a trouble ticket had been entered. I also explained the resolution: a technician contacted the LEC, since they route the 711 calls. The customer appreciated the contact and explanation and thanked me for all of my help.
19	08/13/08	A caller reported that the CA kept saying over and over, "speaker no good, breaking down". It seemed that she wasn't paying attention and kept asking to repeat things. The Customer Service Representative apologized for the inconvenience and told him that a report would be sent to the call center supervisor. No follow-up was requested.	08/13/08	The complaint was forwarded to a supervisor for follow-up on possible equipment issues or paying attention to call. A supervisor spoke with the agent about the call. She remembered the call and said that it appeared that the hearing person's voice kept cutting in and out, as if they were on a cell phone, and she had to have them repeat. She wanted to let the TTY user know this to keep them informed. This appears to be a technical issue and not agent error, so no action was taken.
20	08/19/08	A TTY customer made a call through FL Relay on Friday, 8-15-08 at approximately 4:00 PM ET to his doctor's office. The operator indicated that a male voice at the office made an appointment for him today, Tuesday, 8-19-08. When he arrived for his appointment, the doctor's office advised him that he did not have one and that they had never received a call from him via Relay last week. The TTY customer does not believe the Relay operator made the call and lied to him. I explained to the caller that Relay operators make all calls requested to each and every number. I also advised that a complaint would be entered regarding the problem he reported. The customer requests follow-up contact.	08/22/08	The complaint was forwarded to a supervisor for follow-up. This could have been a technical issue and the operator may have thought that the message was left. This agent was not working during the time of the call. The complaint closed as non-agent error.
21	08/28/08	A customer complained that only one French agent was available.	08/29/08	The caller was advised to transfer to English to process an English relay call.
22	08/28/08	A customer stated that when they dialed relay, they connected to the same operator on two different occasions, one hour apart. When the operator dialed the call, the customer was disconnected after 15 seconds on each occasion. The supervisor apologized for the inconvenience.	08/28/08	A Supervisor Assistant explained that the description indicates there may have been a technical issue at the workstation and requested information from the customer that would allow a technician to check for issues. The customer did not want to provide details or contact information for the technician. The supervisor apologized for the inconvenience and said the information would be passed to the center. A team leader met with the agent on 8/28/08 and went over proper disconnect procedures and that intentionally disconnecting calls can be a terminable offense. Also discussed that if calls are dropping due to technical problems that a supervisor needs to be notified immediately. The agent understands.
23	08/29/08	Service - General	09/02/08	A customer shared feedback regarding the service of some captionists during some Spanish captioned calls. The Customer Service Representative apologized for the incidents, thanked the customer for the feedback, and informed them that this information was shared with Captioning Service management so that the processing of Spanish captioned calls can be improved.
24	08/29/08	Disconnect/Reconnect during calls	09/02/08	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence.

25	08/30/08	A customer complained that the FL TTY number could not be reached, there was only a beep and then a disconnect.	09/02/08	Customer Service tested the number on 9/2/08 at 8:20 AM and it was answered after one ring and is working perfectly.
26	08/30/08	This customer called in about problems connecting to their client, a TTY user. This has happened on several occasions but the most recent was August 30, 2008 at 7:36 PM CST. The person is upset about the inconvenience. Customer Service provided her with the Florida Relay number and recommended she try using that number directly instead of the 711 shortcut. It was also recommended that she try contacting her phone service. Follow-up was requested.	08/30/08	I contacted the customer for follow up, who reports "everything is fine; it's working." The customer is using cell phone and Info digits from Metro P are not sending. The customer's line was branded for Voice.
27	08/30/08	The customer complained that the agent did not keep the TTY user informed while processing a call using a prepaid calling card (i.e. recording playing, entering info, your balance is...).	09/05/08	I met with the CA and went over procedures on how to do a calling card call and how to keep the caller informed as to the steps being taken to complete call.
28	08/31/08	The caller reported that he could not reach a Creole agent and wanted Customer Service to try calling the Creole number.	09/02/08	A Customer Service Representative tried the number and reached an agent, but the customer was not satisfied with the result. Follow-up was requested from the Account Manager, who has dealt with this customer in the past. The Relay Program Manager emailed the customer on 9/8 and 9/12 to provide support and explain the reason for closing the customer's in-state call center. On 9/30, a Customer Service Representative explained to the Relay Program Manager that this customer has been rude many times, several times on many days, to Communication Agents and supervisors--using derogatory, abusive, and threatening language towards all Relay employees and then disconnecting the calls. After discussions with various team managers, it was decided to temporarily block this customer, especially given their prior history of such actions.
29	09/05/08	The customer complained that the agent did not keep the TTY user informed while processing a call using a prepaid calling card.	09/05/08	I met with the CA and went over call procedures for using a calling card and how to keep the caller informed on the steps taken.
30	09/09/08	The customer states that when French Creole agents take his calls, the computer seems to skip some text and letters are missing, making the conversation hard to read. This only happens on French Creole calls. Relay Customer Service responded by apologizing for the problem and assuring the caller that a trouble ticket would be turned in with the problem as stated. A trouble ticket was opened, no call back was requested but he would like the problem fixed.	10/09/08	Trouble ticket #6995777 has been filed. The on-site technician has indicated that there are no further problems.
31	09/10/08	Accuracy of captions	09/10/08	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident, thanked the customer for the feedback, and informed them that this information was shared with the appropriate captioning service staff for follow up. I also suggested that the customer document the date, time, and CA number for more specific follow up.
32	9/12/2008	Billing - General	9/12/2008	Phone company reimbursed customer for the bill. Customer satisfied.



33	09/13/08	A customer placed calls today (9/13/08) at two different times where the greeting and relay were in Spanish. The caller prefers English. This also happened several months ago and the customer believes it is due to an "auto branding" and should be cleared by technical support for good this time. The customer also wants a note in his profile making it clear that no changes should be made to his profile without specific instructions and consent. I apologized to the customer, selected English as the language preference in GUI, and made a note per the customer's instructions. I also informed the customer that the problem would be sent to technical support for resolution. Follow-up was requested.	09/13/08	I checked the customer's database profile to be sure English was selected as the answer type. A note was put in place per customer instructions.
34	09/14/08	A customer experienced multiple disconnects while placing calls through relay. As soon as the operator's greeting was received, the call would end. I apologized to the customer and informed them that this issue would be forwarded to technical support for resolution. Follow-up was requested.	09/14/08	The disconnects were a result of the call coming in Spanish instead of English. The database profile was updated per customer request to select English as the preferred language. The customer was contacted via email as requested.
35	09/20/08	A customer called complaining that they were unable to reach a Creole Agent in the Jacksonville Center. They wanted the complaint documented because they are unhappy with the switch over from the Miami Center. When there was a Miami Center, they were always able to get Creole Agents, but he says now he never gets one. The Customer Service Representative apologized for the unavailability of a Creole Agent in the Florida Center and listened to the Caller's complaints. The caller requests follow-up by email.	09/20/08	The Relay Program Manager provided support and answers to this customer; however, after discussion with various team managers, it was decided to temporarily block this person from using the Relay service since they continued to use derogatory, abusive, and threatening language to all Relay employees, despite frequent attempts to explain via phone and email that this is not tolerated.
36	09/29/08	A VCO customer reports that she is unable to properly connect with FL Relay and waits on line for long periods of time before reaching an operator and sometimes gives up. The customer previously reported this problem on 9-23-08 and stated that they need the problem fixed now. The previous customer complaint and trouble ticket had been entered on 9-23-08. The customer stated they were contacted by someone and advised they were working on the problem. A trouble ticket was opened and the customer requests contact ASAP.	04/22/09	I called the customer twice and there was no answer. I called again and was told that the customer no longer lives there. The trouble ticket explained the resolution. As the previous representative mentioned, the customer no longer lives at this number.
37	10/05/08	The customer states that the agent refused to connect his call; he attempted to connect TTY to TTY then hung up on outbound. He said he wouldn't make any more calls, as this has been going on for a while; it keeps hanging up. The voice never initiates the calls - they are always the outbound. I apologized and said that the call would be followed-up on. I asked if there was anything else we could do for him. A follow-up call is requested at 3:00 PM.	10/05/08	The agent is no longer with the company.
38	10/07/08	Technical - General	10/07/08	Technical support added this new area code/prefix combination to the system database, allowing the customer to successfully complete a captioned call through the Captioning Service.
39	10/08/08	A FL TTY customer states they requested to be transferred to Spanish, but were transferred to Customer Service instead. Customer Service apologized and no follow-up is needed.	10/08/08	The agent was coached on paying careful attention when transferring customers.

40	10/08/08	A customer complained that captions stop in middle of calls.	10/08/08	I advised the customer that the captioning assistant experienced no audio during this call, so sent a technical message noting difficulty and to hang up and try the call again. A subsequent test call yielded great captions and the issue is resolved.
41	10/15/08	A customer says she can no longer make long distance calls to her son or daughter when using the FL Relay Service. Relay Customer Service responded by apologizing for the problem and assuring her that a trouble ticket would be sent to further investigate the problem. A call back was requested and a trouble ticket was opened.	10/26/08	The trouble ticket indicates that " the ticket was transferred to me on 11/3. I contacted the customer and son/daughter and they stated that the problem has been resolved." This contact was closed.
42	10/20/08	A customer emailed to complain that the CA "lied to me and my husband and then hung up on us. My husband has this on his print-out from his TTY. She refused to connect us TTY to TTY and told my husband that I said the TTY user was unavailable. This is not true." She said her husband would send the tape to the ADA. The date and time of call were not provided. The Customer Service Representative replied that the report would be sent to the call center supervisor and if the callers could fax a copy of the TTY tape we would appreciate it. I provided fax number. Follow-up was requested.	10/20/08	The complaint was forwarded to a supervisor for coaching on disconnecting calls and TTY to TTY procedures. A supervisor met with the agent and coached them on the proper procedures for connecting TTY to TTY calls and explained that is the agent is unsure how to process any call to ask for assistance. Follow-up completed by supervisor on 10/24/08 via email.
43	10/24/08	Technical - General	10/24/08	After that telephone carrier identified and corrected a technical issue with the number the customer was trying to call, the user can now reach that number when dialing with captions.
44	11/03/08	The customer complained, "Operator typed horribly slow. Operator would not type certain phrases to mom causing confusion during the call. Kept typing extremely slow, kept pacing. Outbound user complained about her spelling. When I requested a supervisor she said one was not available." I apologized to the customer and assured them the information would be forwarded to the appropriate supervisor.	11/03/08	A team leader met with the agent on 11/3/08. The agent was informed that they are expected to meet the 60 WPM typing speed and at least 85 percent accuracy on all calls. The agent was told that if they are experiencing problems with processing a call to notify a supervisor immediately and they understand.
45	11/08/08	This user complained that for the past 2 months the voice person has not been able to call her friend using FL relay, as the call will not go through. The out dial makes funny tones and the call cannot be connected. This caller was also branded VCO, but is a hearing person who calls a VCO user. I apologized for the inconvenience and took her information down. I also changed her device status in the database back to voice and changed her long distance carrier to her new one. The customer requests a follow-up call.	11/12/08	The issue was assigned to Customer Service for further investigation. A trouble ticket was turned in on this problem. This complaint was transferred to the right Relay Program Manager who handles Florida. I left 3 messages on voicemail but did not hear back from the customer.
46	11/13/08	Technical - General	11/13/08	Customer Service has determined that the network is classifying this user's call as coin/non-coin/unknown. The CapTel platform was modified to accept this network classification for a residential user.
47	11/24/08	Accuracy of captions	11/24/08	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for incident and thanked the customer for bringing their experience to our attention. Customer Service suggested that the customer document the date, time, and CA number of any future calls to allow us to take specific action with the CA captioning the call. The customer chose not to provide specific examples at this time.

48	11/25/08	The customer complained, "Me and my family have tried all weekend to contact my mother. Her phone number is xxx-xxx-xxxx. When we dial the Spanish Relay the line just rings and rings but no one answers. Why is no one answering the FL Spanish Relay number? The number we called is FL Relay Spanish 1-877-955-8773." The customer requests follow-up.	11/25/08	I apologized to the customer and informed them that the issue was documented and would be looked into. A supervisor suggested disconnecting and trying again, as we had FL Spanish agents available at the time his complaint was taken. The customer said "ok" and then disconnected.
49	12/01/08	A FL TTY customer says he cannot get connected to two local numbers calling through the relay via 711. The calls are both local. Relay agents tell him the numbers "keep coming up silent". I apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	12/01/08	A message was left on a TTY answering machine on April 19 at 12:05 asking the customer to call back. 2 more messages were left on the answering machine and customer has not returned the calls. The trouble ticket explained the resolution. As the previous representative stated, 3 messages were left on the customer's answering machine on different days and times and the customer has not called back.
50	12/01/08	At 12:15 PM a customer stated that he is experiencing difficulty connecting to his family members at two separate telephone numbers. The operator would dial out to either silence or to ambulance tones. The customer stated that he tried 711, the FL 800 relay number, and also FRS but couldn't get through to the two numbers. The customer database indicates the long distance Carrier of Choice as Bell South, predetermined paid by Inbound. I apologized to the customer and a trouble ticket was completed on this issue. The customer wishes follow-up via fax.	12/01/08	The trouble ticket explained the resolution. I left messages for the customer and have not received a call back.
51	12/02/08	A voice customer stated that she is unable to call her mother via FL Relay due to getting a busy signal, but the number rings when dialed directly without Relay. I advised the customer that a trouble ticket and complaint would be entered. A test call was made from Relay Customer Service with an office desk phone and the line was busy. A trouble ticket was opened. Customer requests contact asap.	04/22/09	2 messages for the customer were left on voice mail. I called again and there was no answer or voice mail so I was unable to leave another message. The trouble ticket explained the resolution. Also, as the previous representative stated, voice messages left on the customer's answering machine were not returned.
52	12/09/08	Consumer education - USB	12/09/08	I provided the customer with information on the CapTel phone USB model.
53	12/09/08	Accuracy of captions	12/09/08	A customer shared general feedback regarding the accuracy of captions on their Spanish call. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. General feedback as received was passed on to Call Center Management. The Customer Service Representative suggested that if customer documents the date, time, and CA number of any future calls, we can take specific action with the CA captioning the call. The customer chose not to provide any follow-up detail.
54	12/16/08	The customer states that when they call the number, they receive a loud siren sound. This also happens when calling other numbers with xxx area code. On voice to TTY calls there is a lot of garbling. Voice messages aren't being left on his TTY answering machine. 711 is not working correctly. The customer says a Customer Service Representative previously told his son to set analog to digital, but the customer does not understand what that means. He reminded Customer Service that they have not returned his last two service complaints they submitted to technical support last month, and states that he does receive automatic answering calls on TTY. The customer requests follow-up via phone.	12/16/08	A trouble ticket was entered regarding the complaints listed. Unable to make contact with the customer at 12:40 PM and 12:55 PM. Referred to a Customer Service Representative for further questions/inquires regarding the type of TTY being used. Left a message on a TTY answering machine on April 19 at 12:05 PM for customer to call back. Left 2 more messages on answering machine but the customer has not called back. Trouble ticket explained the resolution. As previous representative stated, left 3 messages on customer's answering machine but customer has not called back.

55	12/19/2008	Billing - General	12/19/2008	Discussed billing and took appropriate action.
56	12/19/08	Service - General	12/19/08	I advised the program outreach trainer that a severe snow storm impacted staffing at the Captioning Service and confirmed that a customer's wait time was slightly longer than normally experienced. I advised that customers should let the call ring a few moments longer than the usual few seconds.
57	12/22/08	A FL voice user called to complain that he was receiving harassing phone calls through Sprintip. The Customer Service Representative apologized and no follow-up was requested	12/22/08	The Customer Service Representative explained the use of relay and provided instructions on further handling of phone calls. The customer did not request follow-up.
58	12/29/08	Disconnect/Reconnect during calls	12/29/08	I sent the customer information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce the occurrence.
59	12/29/2008	Billing - General	12/30/2008	Customer was referred to Sprint to address long distance charges imposed by the default Relay provider in order to seek possible reimbursement. Customer's preferred long distance carrier was not registered with CapTel, but was registered upon contact with us. Customer expressed appreciation for this assistance.
60	01/02/09	A supervisor came on the line, but the customer had not requested a supervisor. They explained that they were dissatisfied with the way the agent was handling the VCO call. The customer said that either the agent did not know how to process VCO calls or was badly trained. Then there was a click and the line went dead. The customer stated they called back into relay and requested him the supervisor by name and asked him why he had hung up. The supervisor said he did not hang up, that the line simply disconnected. The customer said that they had worked in relay for some time and did not know for the calls to unexpectedly "disconnect". The customer said, "I told him I was not happy with him (his tone was very short and he sounded upset) and was not happy with the "line disconnected" comment. We hung up." This customer prefers email responses and stated they would like follow with this and e-mail would be best. Customer would like follow up via phone.	01/02/09	The Relay Program Manager emailed the customer on 5/14 and left a voice message on his answering machine on 5/15 at 2:30 PM, inquiring if our Relay services have been satisfactory lately and to please email or call back. RPM made third attempt to contact customer and on 5/18 at 11:25 am, left a final voice message on answering machine with email address and call-back number.
61	01/02/09	A FL Voice user states that they have many problems while using Florida Relay, but the main one is that the relay operator was rude and interrupted the caller. The customer states that the supervisor also had a tone that was very short and sounded upset. Customer service received this complaint via email and apologized in a return email, assuring the caller that this would be looked into by the Program Manager. The customer would also like a follow up by the Program Manager via email.	01/02/09	The Relay Program Manager called the customer, apologized, and briefly explained about the Relay service.

62	01/12/09	This customer states that he cannot place international calls using his Verizon long distance. In the past, his database was altered to allow long distance calls to go through with "local override" due to a bug in the system with Verizon international long distance. Customer Service responded by explaining that the development team had informed Customer Service that the bug had been fixed and re-entered Verizon for international long distance in the Customer Database profile on 1/9/09. Due to this change, calls would not complete on 1/11/09. A trouble ticket has been entered by Customer Service and follow-up was requested.	01/12/09	A technician worked on and completed this issue on 1/13. They were unable to duplicate the issue, as test calls completed with no issues. On 5/8 at 4:30 PM, the customer was called and there was no answer. The Relay Program Manager called the customer on 5/11 at 11:10 AM and there was no answer. The Relay Program Manager called the customer on 5/14 at 3:55 PM and 5/15 at 2:05 PM but was not able to get a hold of them. Since Customer Service has not received further complaints from this customer, and since we have not been able to get a hold of this customer after three attempts, it is assumed that Relay services have been working well.
63	01/13/09	A voice customer is unable to dial out via the relay, the number shows as an unknown location so relay cannot dial out. I apologized and opened a trouble ticket. No follow-up was requested.	01/13/09	A technician worked on this issue on 1/14 and reports it is "...fixed with the recent VNH updates."
64	1/16/2009	Billing - General	1/16/2009	Changed phone company billing code for customer's long distance provider in our system due to long distance company changing to a different billing code. This change will ensure customer receives billing per their home account arrangement.
65	01/30/09	A customer reports that captions stop in middle of a call.	01/30/09	A customer shared feedback regarding captions stopping during a call and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. Investigation identified that the call had a trouble ticket indicating difficulty at the CA's work station. The customer acknowledged receiving the message, "Sorry experiencing technical difficulties please try your call again." This issue was resolved by center personnel immediately.
66	02/02/09	Consumer education - USB	02/02/09	Discussed the option of CapTel USB to have larger-sized text.
67	02/05/09	Disconnect/Reconnect during calls	02/05/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent an email with tips to reduce the occurrence.
68	02/12/09	A FL TTY user has been unable to make outgoing calls through relay for the past week. When she tries she gets a message that says, "Cannot proceed with out dial: Could not out dial, Invalid calling party number." The customer called their LEC, who said everything is fine on their end. I apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	02/12/09	On 2/13 a technician said: "The number is a valid number (Brandon, FL), forwarding ticket to Development to have the database updated." The database has been updated and the Relay Program Manager called the customer via their TTY number and was not able to leave a message. The Relay Program Manager called the customer via voice on 5/11 at 11:10 AM and left a message. The Relay Program Manager called the customer a 3rd time on 5/14 at 2:35 PM and left a final message on the voice answering machine, saying that it is assumed that relay services have been performing satisfactorily since we updated the database and have not heard further complaints.
69	02/25/09	A VOIP TTY customer reports that their location shows as "unknown" to Relay. The customer gets an "invalid number" message that interferes with Relay out dialing. I apologized and opened a trouble ticket. Follow-up was requested.	02/25/09	At 12:35 PM I left a message for the customer to return the call. A female stated that she doesn't know if the issue has been resolved. On 3/5, a technician updated the VNH successfully. The Relay Program Manager originally called customer via TTY about another complaint, as TTY was stated as the customer's preferred choice of communication; however, on this complaint, they said to call back via voice. The Relay Program Manager called the customer on 5/8 at 4:50 PM via voice and left a message on an answering machine asking them to call back. The Relay Program Manager called the customer on 5/11 at 11:10 AM and left a voice message inquiring if relay services were satisfactory and requesting a call back. The Relay Program Manager called the customer a 3rd time on 5/14 at 2:35 PM and left a final message on the voice answering machine, saying that it is assumed that relay services have been performing satisfactorily since we updated the database and have not had any further complaints from this customer.

70	03/10/09	Accuracy of captions	03/10/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call detail information was shared with Call Center management for follow-up with the CA by their supervisor. This was conveyed to the customer and they noted appreciation of the follow-up.
71	03/12/09	Accuracy of captions	03/12/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call detail information was shared with Call Center management for follow-up with the CA by their supervisor.
72	03/23/09	Captions lag too far behind voice	03/23/09	A customer reported that on a scripted recorded call she experienced additional seconds of delay with the captions.. The Customer Service Representative apologized for the incident and investigated it. A fast paced script resulted in extra seconds of delay as the captionist transcribed. The CA number was reported to their supervisor for monitoring and assistance. The customer's experience does not impact compliance with FCC rules for 60 WPM text transmission.
73	03/26/09	Technical - General	03/26/09	At 12:40 PM a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM, Captel's supplier re-established its link, allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. The customer confirmed ability to make their call.
74	03/27/09	Disconnect/Reconnect during calls	03/27/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent tips to reduce the occurrence.
75	4/1/2009	Billing Issue - Calling Card - unable to use	4/3/2009	CapTel Customer Service has determined that this user's calling card provider is routing the call through a VOIP network not compatible with CapTel. As an interim solution, CS mailed a prepaid calling card to customer to provide this consumer time to obtain a different company's calling card.
76	04/08/09	The customer reports that the operator did not follow his instructions on 4/8/09 at approximately 7:40 AM. His daughter's phone number is in the Relay database and he relies on the operator to know how to access his frequently dialed numbers. I apologized and explained that the supervisor will be notified. No follow-up was requested.	04/08/09	The frequently dialed numbers procedures were reviewed with the agent.
77	4/16/2009	Billing - General	4/17/2009	Discussed billing and took appropriate action.
78	04/17/09	Accuracy of captions	04/27/09	The customer shared general feedback regarding the accuracy of captions. The customer was asked for any specific detail that would help Customer Service follow-up with the Call Center personnel. The customer followed up days later and shared an example of 2 word errors. The Customer Service Representative apologized for incident and thanked them for bringing the specific information to our attention. The feedback as received was passed on to Call Center Management. The Customer Service Representative educated the consumer about how text is generated using voice recognition rather than typing, and that corrections will appear in < > brackets after a word error. The customer acknowledged that a correction was received during the call and expressed satisfaction with the details shared.

79	04/20/09	Accuracy of captions	04/22/09	A customer shared an example of a word error from a call that confused her. The Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The Customer Service Representative also educated the consumer on how text is generated using voice recognition, and that errors caught will appear in < > brackets after the error. The customer acknowledged that a correction was received during the call. The customer was encouraged to ask other the other party for clarification when desired to verify what was said, noting she can do so at any time during the caption transmission. The customer was satisfied with the support details shared.
80	04/22/09	Customer Complaint: The caller reported that when he dials the FL Spanish relay number, it is answered in English; and when he dials the English number it is answered in Spanish. He does not want his calls to have to be transferred each time to get the proper language. He is bilingual and makes calls through relay in both Spanish and English. He requested a trouble ticket be entered as was done in the past to correct the problem. The Customer Service Representative apologized for the inconvenience and told him the trouble ticket would be entered. He requested to be contacted via email with the resolution.	04/22/09	A technician stated on 4/27: "Per state contract, we have to do last-number branding look-up. I'll refer this to over to the business. The only possible solution that can be done is to request that a separate toll-number be set up for this customer or a design change which would have to come from the business side." The Relay Program Manager emailed technician on 5/8 for additional support. On 5/9, IT said: "We are currently fulfilling last-number branding look-up per state contracts. Since the customer is bilingual & if the customer wants an English agent but previously dialed in Spanish, the next call would route to Spanish per the state contract requirements & not English. In order to accommodate this customer's requirements in place of the stated contract and original requirements, it would require a new card to be opened for funding, new coding requirements & development work. The only other solution is loading separate toll-free numbers for the customer and route one to Spanish and one to English and not do branding look-up on these numbers." The Relay Program Manager emailed the customer on 5/11.
81	05/06/09	On 5/3/09 a voice caller stated she was on the phone with an elderly TTY user at approximately 615 PM EST when she asked the operator to repeat what she had just read. The operator rudely said they would not repeat and then the operator hung up on both the voice and TTY users. The voice customer wants a call back to confirm that the complaint reached the appropriate supervisor. I apologized and assured them that the complaint would be forwarded to the appropriate contact. Follow-up was requested.	05/06/09	I met with the CA on 5/12/09. The CA remembered call and stated that the voice person wanted them to repeat information that had occurred earlier in the conversation. When the CA told the voice person that they no longer had that information, the voice person replied, "Well you are the only operator who doesn't." The CA said the voice person became very upset and hung up. The CA denied hanging up on them and it appears to me that the CA was following proper procedures.  The Relay Program Manager, Operations, and the customer had several email communications about this; the last email to the customer on 5/14 stated: "[Sprint is] working with our Operations team on a different solution. This may take time because Sprint is already fulfilling the State of Florida's contractual requirements, so this is something that will take time to develop a new procedure—something 'extra' we are doing outside of our normal duties. [Sprint will] keep you posted." Since the state relay requirements are being met, this complaint is considered closed, yet Sprint will continue working on this new feature as an added bonus.
82	5/7/2009	Billing Issue - Calling Card - unable to use	5/7/2009	Investigated and informed customer that the calling card they are trying to use is going through an incompatible VOIP network thus preventing the call from connecting to the CapTel user. Provided an interim solution for the customer, and advised using a different calling card.
83	5/8/2009	Technical - General	5/8/2009	Customer reported a one-time isolated incidence where captions were not present. Investigated and explained to customer that captions failed to appear on a call due to a technical issue at the captionist's workstation. Apologized for this incidence. Customer was advised he can turn captions off and on again while still on the call to re-connect to the center and a new captionist. Customer satisfied.

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**RECEIVED**

**FINAL**

**Public Service Commission**

June 25, 2008

Received & Inspected

JUN 26 2008

FCC Mail Room

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th St., SW, Rm TW-B204  
Washington, D.C. 20554

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms. Dortch:

Enclosed is an original and four copies of Florida's relay complaint summary for the period of June 2007 through May 2008. Also enclosed is a compact disc containing the same complaint summary.

Florida received 140 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact me at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script, appearing to read "Bob Casey".

Robert J. Casey  
Public Utilities Supervisor

Enclosures (6)

cc: Arlene Alexander, FCC Consumer & Governmental Affairs Bureau  
Division of Competitive Markets and Enforcement (Salak, Moses, Harvey, Tan)

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JUN 26 2008

FCC Mail Room



# FLORIDA FCC COMPLAINT LOG 2008

**Complaint Tracking for FL (06/01/2007-05/31/2008). Total Customer Contacts: 140**

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/29/08	Customer was swearing and harassing agent. They then asked for a supervisor and the agent disconnected the call without getting a supervisor. The customer called back in and got the same agent. Communication Assistant then followed instructions and got supervisor.	05/29/08	Complaint forwarded on to supervisor for coaching on disconnecting customers and following customer instructions. Resolution was explained below, so this complaint is considered closed.
2	05/29/08	Customer was swearing and using very abusive language to the supervisor. He was angry that the supervisor asked him not to swear. He wants to talk to the center manager.	05/29/08	Forwarded on to center manager for follow up. Call center manager emailed to the Florida Sprint manager and on 4/30, the FL manager said he would personally sit down with this customer to explain not to use this kind of language with the agents. Manager also told center manager to contact him should this situation arise again in the future. FL manager attempted several times to reach customer to explain the situation and how to use relay service appropriately. Customer answered the first time and then line was disconnected. Several call back attempts were made but no success in reaching customer.
3	05/28/08	Billing - General	05/28/08	Discussed billing and took appropriate action.
4	05/22/08	Voice Carry Over customer is unable to call her son long distance. The CDB shows Bell South/ATT as her COC. Apologized. Ticket 6452379 was opened. Follow up requested.	05/22/08	Explained to customer how to obtain credit for her past Sprint charges on 5/30/2008 at 11:15 am. Customer was very irate, cussed, and not responsive to repeated explanations on how to obtain credits and update her profile. Customer says she continues to experience garbling even though appeared to understand my typed responses. Provided necessary info to her, complaint closed.

5	05/21/08	TTY customer set up her profile with Customer Service in February with ATT for long distance. On her March Bill, she is seeing incorrect ATT charges and Sprint charges also. Apologized, TT 6450498. No follow-up requested.	05/21/08	From technician: This is likely related to a known problem where the COC is defaulting to Sprint even when another COC is selected. The bug #s are 3501 and 3641. Customer would need to fax or mail a copy of the bill (including the front page of the bill showing the customer's name, address and LEC name) then Customer Service can credit the charges where applicable. Since customer did not request follow up nor provide contact info, this is considered closed.
6	05/21/08	Accuracy of captions	05/21/08	After forwarding call information to Captioning Service management, investigation identified that the unusual, nonsensical words customer experienced are referred to as "phantom words." This can happen if the Communication Assistant's microphone picks up extraneous noise in the area and cannot interpret it as words. Call Center personnel followed up with the captionist to advise the Communication Assistant to be more diligent about using the Mute when needing to cough, clear throat, sneeze, etc.
7	05/21/08	Disconnected/Reconnect during calls	05/21/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
8	05/14/08	Captions - stop in middle of call	05/14/08	Investigation revealed a technical problem logged on referenced call. Apologized to customer for this incidence. Advised customer that with his 2-Line set up he can press the Caption button off then on again to establish a new connection, yet maintain the connection with the other party on Line 1. Customer satisfied.

9	05/13/08	Very uptight customer, wanted new operator. (By the time supervisor had found new agent, inbound hung up.) Said agent didn't dial the number he gave her. He wanted one number and the agent dialed another number.	05/13/08	Team Leader observed the screen. The agent dialed exactly what the customer gave her both times. Non agent error and no action taken.
10	05/12/08	Voice Carry Over user said agent was harassing them saying things like - "ur in jail", "R u having fun?", "no free long distance." Voice Carry Over user said it was not a jail but a civil facility. The Voice Carry Over user did not give a date that this happened, said it happens all the time. The complaint came in on 5/9/08 at 9 pm. No follow up requested. Forwarded to correct center	05/12/08	Supervisor met with agent and addressed the seriousness of this complaint. Agent did not recall responding to a customer in this manner; however, understood the consequences of rudeness to customers and to always provide the best quality of service.
11	05/09/08	Customer is frustrated because he cannot make international calls. He stated that he could last month, then his area code number was changed and from that point on the system would not let him make international calls. Customer talked to customer service a week to week and a half ago and thought the problem was fixed, but now he can't make international calls again. Is very frustrated as he has family in England. He wants the problem fixed and a technician to call him with the resolution to this issue. Forwarded on to customer service Follow-up by Sprint Tech requested	05/09/08	Customer is no longer having this problem. Customer confirmed that calls are processing fine now.
12	05/06/08		05/07/08	Pending technical resolution, forward to Program Manager for follow up. Forward to Program Manager for resolution and follow up. Program mgr rec'd FL PSC fax on 4/25/2008 from Customer Service mgr with due date being 5/12. On 5/1, made a few calls to customer but the phone would ring a few times, then sounded like a modem, then a fax. Sent him a fax requesting a copy of his phone bill but his fax never picked up on it. Checked the whitepages.com listing for an alt ph. # and the same one was provided. Asked Sprint -the original receiver of this complaint-to contact the FL PSC to see if they could provide additional contact information yet the FL PSC investigator was out of office. On 5/5, Sprint was able to get a copy of this phone bill and had MCI as his COC. Customer Service mgr communicated w/ FL PSC on 5/6 and they were satisfied.

13	05/01/08	Customer experienced some type of outage on 4/26 between 4:30a-1p and could not reach 711 at all. ants to know reason for outage. Has been having constant problems with machine from over 8 months. Customer has an AmeriPhone that cuts in and out and he has trouble being heard and has to scream into the phone to be heard. Has been told the problem is not with the machine it is with Sprint. would like a follow up Complaint filed 4/27/08 # 3:10pm	05/01/08	Forward complaint to customer service and submitted a trouble ticket. Ticket# 6347268.
14	05/01/08	Customer says agent typed "There is no calls for deaf convicts" and refused to place call. Customer has call recorded and wants to present tape to ADA. Customer says he often has trouble reaching an operator willing to process his calls.	05/01/08	Agent stated he always process prison calls and would never type "no calls for deaf convicts". I educated the agent on process all calls regardless of who the inbound is. Explained we are here to assist all customers with their calls and refusing to place a call is unacceptable and grounds for immediate termination.
15	04/29/08	Consumer education - USB	04/29/08	Explained to customer how CapTel USB generates captions. Provided link to USB section of CapTel site.
16	04/28/08	Technical - General	05/07/08	Company's toll-free 800 number configuration not allowing proper processing of TRS calls. Contacted owner of the 800 number to request they adjust the configuration of the number to allow TRS (OLI 60) calls to that number. Owner of toll-free number is working on making this adjustment. In the meantime investigating alternate toll number for customer to use until toll-free issue is resolved.

17	04/16/08	Received on 4/7/2008 @ 11:40a Voice person said trying to call "Call Advantage" reached relay operator who yelled and said they had the wrong number cause they aren't deaf so I can not help you and hung up on her. The customer said the operator was very rude and even though she had the wrong number the operator should still give customer service.	04/16/08	Forward to correct center. Complaint forwarded to Team Leader for coaching on proper etiquette if there is a mis-dial. And the importance of good customer service. Team Leader met with this agent on proper etiquette for people reaching relay by mistake. Agent apologized and will do better on the next mis-dial.
18	04/11/08	Voice customer uses a Verizon blackberry. When she dials 711 to Relay, the call comes in on TTY line. Re-branded the line for voice. Provided the toll free number for FL voice. Ticket 6238760 was opened. No follow up.	04/11/08	Customer did not request follow up. Case is closed.
19	04/09/08	Answering machine message retrieval	04/09/08	Provided customer with tips to try when retrieving answering machine messages. Suggested customer document the date time Communication Assistant # on any captioned messages customer would like more specific follow up on with captioning personnel.
20	04/08/08	Inbound TTY claimed that relay didn't "listen to instructions". Agent was told not to type answering message 1/2 way through typing the message. Customer then complained on 2nd and 3rd number that the agent typed the answering machine when they were not supposed to, however they were new numbers and no instructions were given about the 2nd or 3rd numbers. Team Leader observed the screen and the customer did not clarify that it should be "all answering machines." Only on the first call.	04/08/08	Agent followed procedure and did nothing wrong. Non agent error and no action taken.

21	04/08/08	TTY customer complained that Communication Assistant did not follow instructions not to relay recordings. Supervisor verified that if these instructions were in fact given, the text was unreadable and garbled. Customer requested other operator and hung up before operator took over. Supervisor informed Customer that part of the message was garbled and the instructions maybe have part of what was garbled. Customer accused supervisor of "validating" the operator and told supervisor they were going to receive a complaint as well.	04/08/08	Met with operator and confirmed that message was garbled and that the instructions may have been part of the message that was garbled. When customer was informed that the message was garbled became very upset and verbally abusive to operator and supervisor. Supervisor and operator followed procedure.
22	04/08/08	Consumer education - USB	04/08/08	Discussed with customer's son the option of using CapTel with USB because the CapTel user's sight is lessening.
23	04/07/08		04/23/08	Communication Assistant ID has not been assigned. Erroneous agent id.
24	03/31/08	FL TTY customer is unable to reach 711 or 1 800 955 8771. Customer states the line rings and rings and there is no answer. Customer Service apologized for this problem and referred customer to Sprint IP website to place calls and entered TT# 6171969. No follow up requested.	03/31/08	Customer did not request follow up. Case is closed.



25	03/28/08	Captions - stop in middle of call	03/28/08	Customer shared feedback regarding captions halting mid-conversation. Customer Service Rep apologized for incidence and thanked customer for the feedback. Follow up with the Call Center management and tech support resulted in inconclusive cause as to why this occurred.
26	03/26/08	Customer reports his branding is not in effect. Apologized. Ticket 6141692 was opened. No follow up.	03/26/08	Branding was reestablished in database. No follow up wanted. Case closed.
27	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
28	03/13/08	Customer states that on the call the operator could not hear the voice persons voice when using a land line. The voice person can be heard on all other calls but not when using SprintIP with AIM. Customer Service response: Thanked the customer for letting us know and assured that a trouble ticket would be turned in with the problem as stated. Customer's does want follow up.	05/01/08	Contact could not be made with email supplied; email has been disconnected. No other follow up information provide. Unable to complete follow up.

29	03/05/08	Agent disconnected caller twice. When he got her a third time, he asked her why she hung up. She typed - verbatim - "if you handle myself properly I will conduct ur call. this is a business not a playground." He said he knows some deaf people can be idiots, but she shouldn't be judgmental on all deaf people. Call occurred around 12:00 EST on 2/28/08. No follow up requested. Complaint came in on March 1st. Forwarded to correct center.	03/05/08	Communication Assistant is no longer with the company. Agent who had difficulty with processing consumer calls no longer working at center. Consumer did not request follow up.
30	03/03/08	FL TTY customer having problems disconnecting when using 711 to dial into FL Relay. Apologized for the problem and opened TT ID 5998766. Follow-up is required for problem resolution.	03/03/08	Opened second TT per tech on 3/6/08 ID6026064. 3/6/08 Follow up unsuccessful. Called 4x, left messages, no return calls back.
31	03/03/08	Billing - General	03/03/08	Informed customer that registering their preferred long distance provider will prevent billing from the state's default carrier.
32	02/27/08	When calling to FL relay service this customer states that she gets MD relay agents instead. Customer Service response: Apologized for the problem and assured that a trouble ticket would be sent in as states. No call back requested. Trouble Ticket 5973119	04/21/08	From Trouble Ticket. Technician worked on problem. re: Spanish. Changed their language of preference to English. It was set to Spanish. re: Mis-routing. Called Comcast to make sure customer will get translated to 800-955-8771 when dialing 711. Comcast found out that customers any was incorrectly translated after dialing 711, and corrected it to match the Florida 800-955-8771 number.
33	02/27/08	Caller said that operator has hung up on them multiple times tonight. Complaint came in on 2/24/08 at 2046 CST. Forwarded to correct center.	02/27/08	Spoke with agent in reference to complaint. Explained to agent disconnecting is not acceptable and will not be tolerated. I went over proper disconnect procedures if a response is not received from a voice or TTY person.

34	02/26/08	Customer was confused by Communication Assistant's comment. On Tues, 2/26/06 at approx 10 AM CST, the TTY customer typed a message for the voice answering machine. The customer asked if the Communication Assistant had left the message and the Communication Assistant replied something like "satisfied ... no problem." The customer was puzzled. She wants to know why the Communication Assistant didn't send the macro all the Relay Communication Assistant's use. Please clarify. Apologized for the confusion. Supervisor will be notified. Follow up requested.	02/26/08	Educated Communication Assistant to respond with appropriate macros and if there is no macro to answer the customers question to respond in detail or get a supervisor for assistance.
35	02/24/08	Customer was calling Macy's and they refused the relay call. Customer asked the operator to call back and ask for the manager and to not announce relay. Customer states when the operator redialled he still announced relay and the call was refused and Macy's hung up on the customer again.	02/24/08	Coached agent on following all directions from the customer. Advised agent if unsure on how to follow customer instructions to immediately get a supervisor for assistance. Supervisor coached agent on following all directions from the customer. No call back requested. Case closed.
36	02/21/08	TTY customer's long distance calls are not processing through Relay. The customer gets network busy. Apologized. Verified that her LD is still Bell South, the new ATT. Technical ticket 5932222 was opened. Follow up requested.	02/21/08	Pending technical resolution, forwarded to Program Manager for follow up. Trouble ticket was completed but technician and email was sent to customer as requested follow-up.
37	02/20/08	Accuracy of captions	02/20/08	Customer shared feedback regarding accuracy of captions. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date* time* Communication Assistant # for more specific follow up.

38	02/17/08	2/15 @ 4p complaint filed. The customer stated agent 7833 and 7708 are consistently rude and refuse to place her calls. The customer calls her daughter who is a TTY user. Customer notes indicate that calls between these two parties have to be translated. Agents refuse to place call and disconnect. The daughter usually uses the Internet.	02/17/08	Apologized. Coached agents. Upcoming new platform will greatly reduce disconnect issues.
39	02/17/08	A voice person called who's mother is Voice Carry Over to file a complaint on operator which he states processed his call before and was very rude. The customer stated his mother called his aunt and the operator who relayed the call was very rude and told the aunt "You're speaking to fast and not listening". The aunt said this was the worse service she ever received from an operator. Complaint filed on 2/16 @ 10:40am.	02/17/08	Coached agent on using the appropriate phrase to pace a customer. I also explained to the agent she is to remain polite, professional and courteous. If she is unsure on how to process a call to immediately get a TL to assist with the call.
40	02/17/08	Complaint filed on 2/15 @ 4p The customer stated agent is consistently rude and refuse to place her calls. The customer calls her daughter who uses the TTY all the time. Customer notes indicate that calls between these two parties have to be translated. The agent refuse to place call and disconnect. The daughter usually uses the Internet.	02/17/08	Information was given from consumer, recorded for trouble ticket. Supervisor addressed issue. No follow up required or requested.
41	02/16/08	Agent disconnected caller while on hold with voice person. No follow-up requested.	02/16/08	Customer was given an apology, and no follow up was requested. Case closed.

42	02/08/08	A FL TTY caller called to complain that the supervisor disconnected them. Caller states that they had threatened to kick the agent and agent called supervisor. Caller states that the supervisor then disconnected them. Apologized for agent not following instructions and asked caller to stop using abusive words toward Representative. Customer does request follow up.	02/08/08	Supervisor does not remember this call. She said she would definitely remember a situation like this.
43	02/04/08	Complaint received on 2/2/08 Customer stated the operator called his mother and a voice person answered (father) and the operator did not ask if a Voice Carry Over user was available he just hung up the outbound. The customer then called back in to relay and asked the operator for his id# and the operator refused to provide an id #. The customer would like the Center Manager to give him a return call.	02/04/08	Emailed to call center manager for resolution. Program manager called customer and found out that the customer's phone line has been disconnected and is no longer in service. Closed. Agent recalls this call, stated that attempts were made to connect to the other line but the line disconnected. Agent was coached on call handling procedures and to always provide ID number. Agent understood.
44	01/27/08	Agent, please double check with customer) dialed area code 706 instead of 786 making it a long distance call. When agent requested long distance carrier, the customer asked the agent which area code was dialed. Customer used the words "shut up" and agent interpreted this as abuse. Supervisor also ignored customer's question regarding what area code was dialed. Supervisor didn't resolve problem for the customer and instead disconnected the call.	01/27/08	Complaint forwarded on to Center Manager for follow up with supervisor. Center Manager met with this supervisor and followed-up with the issue.

45	01/25/08	The customer said I am an advocate for people with disabilities and some times have a need to use the relay service. I had to call someone through relay and the operator typed to him and he replied directly to me. When the call was finished I heard the operator say "Once again everyone is inconvenienced because one (emphasis on one) person has a disability". Customer was very upset by the comment and asked the operator what did she say and the operator said "Oh sorry" and disconnected the call. Customer wants a follow up 1/24/08 @ 5:15PM	01/25/08	Agent is no longer employed.
46	01/24/08	FL TTY user dialing 711 is receiving Spanish text, and complains "No Spanish, I love English." I apologized, explained I would let the technicians know. Entered 5762741. Customer does not request contact.	01/24/08	Customer was given an apology and trouble ticket put in. Customer did not request a follow up. Case closed.
47	01/23/08	Service - General	01/23/08	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence* and followed up with the Call Center reporting specifics. Call Center management following up with Communication Assistant.
48	01/22/08	TTY customer reports FL relay TTY line disconnected 10 times. Customer contacted FL relay via 711 and 800 number with same disconnect result. Line answered by Communication Assistant then line disconnected. Customer does not have ID#. (information taken by MA Customer Service) Customer requests contact via email	04/15/08	Contacted customer via email- customer said has not been experiencing any problems so far and is fine. Case closed.

49	01/22/08	Captions Lag too far behind voice	01/22/08	<p>Customer shared feedback regarding longer than usual delay of captions. Advised customer on how seconds of delay occur as voice recognition captions and corrections are generated. Suggested customer document the date* time* Communication Assistant # should the delay experienced be longer than norm so we can research the call with the captioning service personnel.</p>
50	01/22/08	<p>This customer cannot call her son long distance. The COC clearly shows Bell South/ATT as her carrier. Customer Service response: Apologized for the problem and assured that the trouble ticket would be turned in as stated. Call back requested</p>	01/22/08	<p>Called customer on 5/6/2008 at 4:40 pm: Customer continues to experience severe garbling issues. I had to repeat myself several times and as a result, customer had to hang up after repeated and failed attempts at understanding each other. Emailed to customer service on 5/6 asking how to stop Sprint charges from appearing on her phone bill since BellSouth/AT&amp;T is her COC. Response from customer service: On 1/22/2008 our department selected "All Others" (at that time we could not select AT&amp;T or Bell South due to routing differences in the system) for her long-distance carrier of choice so that she would not be billed by Sprint for any of her long-distance calls through FL Relay.</p>
51	01/21/08	<p>732pm TTY customer stated that he is calling from a prison and is frustrated with relay agents who continuously hang up on him. Stated that he has attempted 22 calls in the last 45min and he was hung up. Requested for agent Communication Assistant ID but they would not provide their Communication Assistant ID. No follow up necessary.</p>	01/21/08	<p>Apologized for the inconvenience and explained that as soon he called into relay, he should be able to receive an automatic relay greeting including Communication Assistant ID.</p>
52	01/19/08	<p>Agent would not get supervisor, just kept on sending "NBR CALLING PLS". Then hung up on customer. Forwarded on to correct center. Complaint came in on 1/16/08 at 11:25 am</p>	01/19/08	<p>Agent is aware of the call and stated the inmate is a hearing person that called another hearing person. The supervisor explained disconnecting calls is not accepted and if unsure on how to handle a call or situation to immediately get a supervisor to assist with the call. Also if a customer request a supervisor regardless of the situation to immediately get a supervisor.</p>

53	01/17/08	1/18/12:51p Customer called in on the French line and the agent's id# did not appear. He immediately begin to type profanity toward the agent and request a supervisor. The customer would like the center manager to contact him via email or phone.	01/17/08	Contacted customer, apologized for the missing agent ID and suggested to state future problems without using profanity.
54	01/17/08	Voice Carry Over customer said the operator hung up on her after she gave the agent call instructions. Apologized for inconvenience. Follow-up requested.	01/17/08	The agent does not remember the call and stated she does not hang up on customers. Could have also been a computer issue.
55	01/14/08	Captions - stop in middle of call	01/14/08	Customer shared feedback regarding disrupted calls on one day for no explainable reason. Customer service researched the call detail given and could not identify the incidence of a disrupted call. Customer Service Rep apologized for incidence and thanked customer for reporting. Customer Service Rep suggested customer document not only the Communication Assistant # but the date and time of any future incidence so we can identify the call in question.
56	01/13/08	Has problem calling into relay on 800 955 8770. Customer calls that number and gets TTY answer instead of voice answer. Customer has complained about problem many times in the past and has had no one contact him back or resolve the issue. I branded the line as voice hoping to fix the problem.	01/13/08	Resolved this issue by branding customer's phone line as Voice.



57	01/10/08	FL Voice customer attempted to call TTY customer and Relay Agent informed her there were TTY tones then a short beep and the line disconnected. Customer Service apologized for this problem, tested the line and found the same problem and entered in TT # 5676755. Follow up is requested.	01/10/08	Called customer and was told the problem no longer exists. Customer is thrilled to be able to contact TTY friend. Case closed.
58	01/09/08	1/1/08 @ 2:35A The customer stated the agent disconnected his call.	01/09/08	The agent stated the customer kept insisting agent tell him what center he was working at and even spoke with the AIC. The customer kept insulting and using profane words toward the agent and the AIC and continue to ask for the call center's location. AIC communicated to the customer that we are unable to disclose our location and to please stop directing profanity at the agent and AIC. The customer continued to use insults and requested customer service. AIC transferred call to customer service.
59	01/04/08	Agent disconnected his call. Forwarded on to correct center. Complaint came in on 12/30/07 at 6:28 pm No follow-up requested.	01/04/08	Had a discussion with the operator whom stated he would never intentionally disconnect a customer and he must have accidentally pressed the wrong key. A review of call processing was done with the operator and he was informed that he will be placed on corrective action if this happens again. Operator stated that he understand and was very apologetic.
60	01/01/08	Individual called very upset and frustrated with Jacksonville Center (FL Relay). Had complaints of an operator disconnecting call. Upon redialing into relay received the same operator. When the operator was questioned by the caller as to why their call was disconnected the operator refused to answer. Individual stated Supervisor (Patricia) was and "idiot" and "inferior". Supervisor was found to not be helpful.	01/01/08	Apologized for any inconvenience the individual received when trying to place their calls. Caller requested contact with the Center Manager. Request was e-mailed directly to Manager. The customer asked the AIC for they city the agent was located in. The AIC informed customer was unable to provide the city the agent was located in but would file a complaint on the agent and further actions will be taken. The AIC stated the customer used profanity during their conversation. (A complaint was filed on the agent)
61	12/26/07	Billing - General	12/26/07	Collected information and took appropriate action.

62	12/19/07	Sound Quality - Buzzing	12/19/07	Advised FTRI to go ahead and switch out the CapTel.
63	12/19/07	Voice Carry Over branding not appearing to Relay operator but call received Voice Carry Over via Relay Customer Service. (advised Trouble Ticket and complaint would be entered) TT. 5553500 Customer requests contact via email	04/22/08	<p>Sent follow up email to customer. Will wait to hear from him. Customer emailed a response on 4/22/2008 saying that "...dialing 711 relays operator still answers "use TTY or voice" when I give the number the operator still come back and repeats with "sorry, TTY tones please repeat that number." On 5/9/2008, technician confirmed that this customer was branded Voice Carry Over. On this same date, Customer Service Representative emailed to this customer yet customer continues to experience difficulty: "...both time "voice or type now". If I say the number I always have to repeat it cause operator says she heard TTY tones." On 5/14/2008, referred to CCOD SME to be sent to Operations department for resolution. After investigation and discussion with Operations, it was determined that customer may be using the CapTel phone to connect to TRS when calling 711. Customer seems confused by TRS Voice Carry Over greeting and may need more education on how to use CapTel with TRS. Manager emailed customer on 5/29/2008 and offered to have a CapTel workshop set up so that interested persons could review the phone and its features.</p>
64	12/12/07	The customer stated the agent was very rude insulted her and the voice person she was speaking with. She also stated the agent does not type verbatim.	12/12/07	The agent is no longer with the company.

65	12/11/07	<p>On Dec 10th, the Voice Carry Over customer stated that she has been billed by Sprint for two consecutive months now and clarified that her LD COC is IDT. Wanted to find a resolution to this problem. Follow up needed.</p>	12/11/07	<p>During the discussion I had with the Voice Carry Over customer, the computer froze while I was attempting to check the Database to see if her COC has been selected to IDT. [her note states that IDT would be her LD COC]. I then placed a call to Sprint Customer Service Representative regarding this issue and discovered that two more selections is needed to make this work. Then I was instructed to contact the Voice Carry Over to instruct the Voice Carry Over to submit this month and previous month phone bill for credit attention to Customer Service. 1st attempt [12/10] at 4p-busy 2nd attempt [12/11] at 230p-busy 3rd attempt [12/11] at 305p-busy 4th attempt [12/11] at 321p-busy. This Voice Carry Over needed to be referred to Customer Service on this issue. Trouble ticket submitted. Called on 5/6/2008 at 4:30 pm. Relay agent turned off the Turbo Code feature yet customer still received scrambling/garbled messages 50% of the time. I had to repeat my comments several times. Agreed that I will contact the FTRI Outreach Specialist to have their specialist call this customer to set up a day and time for them to check out this customer's equipment and to review how the Voice Carry Over phone works. Emailed to Customer Service manager on 5/6 to communicate with FTRI about this appointment. Emailed on 5/6 re: "... Voice Carry Over needed to be referred to correct person on this issue" and asked for an update. On 5/14/2008, Customer Service verified that the necessary steps were already in place regarding to COC.</p>
66	12/04/07	<p>Customer states that her voice cannot be heard when dialing out to relay service. She also states that she still gets garbling on over half of her relay calls. Customer Service response: Apologized for the problem and assured that a trouble ticket would be turned in TT 5465860</p>	04/29/08	<p>Spoke with consumer and was told her problems are gone, and had very little to complain about. Was very appreciative someone called to ask her if everything was ok.</p>
67	11/28/07	<p>11/21/07 @ 1:25A Operator and most operators do not follow customer notes or request about leaving message on ans machine. Also the operators use GA or SK for outbound when not ready to hang up.</p>	11/28/07	<p>The agent stated customer notes did say if answering machine is reached to leave a message, but the customer stated she was going to call several numbers in the middle of typing the message. The customer stated the agent would need to read the notes, the agent then asked if she would like to redial the number and apologized for any inconvenience. Coached agent to read all customer notes before processing a call and if unsure of how to process or follow customer notes to get a supervisor for assistance.</p>

68	11/26/07	A FL Voice Carry Over customer complains that he keeps getting disconnected when calling his daughter internationally. She also gets disconnected when calling him. When calls are made directly through the phone without the relay, there is not a problem. Customer has contacted Ultratec, who says there is not a problem with the phone. Apologized for inconvenience. Opened TT 5407962. Follow-up requested.	11/26/07	Center made several successful calls internationally without problems. Customer follow up could not be completed due to phone line no longer in service.
69	11/20/07	Voice person stated that yesterday [Nov 19] at approximately 232pm she was trying to assist a Voice Carry Over who was having a problem calling into a Relay service and that she was attempting to contact her. However, the voice person felt that this agent in a sarcastic voice tone belittled her. "You don't comprehend this is relay service providing telephone service for deaf and hard of hearing" She stated she know what relay is for and did not appreciate the tone the agent use when voicing "comprehend". Apologized to the customer and assured that this will be referred to the agent's direct supervisor. No follow up necessary.	11/20/07	The agent does not remember the call. Educated agent on being polite and courteous to customers at all times and if the customer does not understand her explanation to immediately get a supervisor to assist with the call.
70	11/12/07	Accuracy of captions	11/12/07	Customer shared feedback regarding accuracy of captions. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date* time* Communication Assistant # for more specific follow up.
71	11/09/07	Voice Carry Over customer of 10 years reports lost branding. Another problem he reports is reaching a relative through Relay. Apologized. Re-branded. Ticket 5308395 was opened. Follow up requested.	11/09/07	Tried to contact consumer 3x, left messages. No reply back. Follow up could not be completed. Voice Carry Over was re branded by technician.

72	11/08/07	Customer's friend is unable to receive calls from relay. Will answer the phone, but inbound disconnects right away. TTY has been tested by customer service and is fine. Problem has been happening for a couple months. TTY user can make calls, but not accept them. Also, when voice customer asked for a supervisor to talk to, agent kept asking for number to dial or the billing. Agent would not get supervisor for inbound voice. Complaint was filed on 11/5/07 at 5:03 pm. Customer requests follow up.	11/09/07	No agent assigned with an id# at this time, unable to follow up.
73	10/28/07	Account Login Failure	10/29/07	Unit's account activated. Unit now operational.
74	10/27/07	Customer states that when she uses FL relay to call her sister's phone number that the line just disconnects after her sister answers. Customer states her sister has called and written a letter about this problem but the problem was not fixed.	10/27/07	The id is used when agents have TTY to TTY calls. I tried calling the following contact numbers on October 27th and received no response. I will forward information to the appropriate tech dept.
75	10/25/07	Communication Assistant hung up on call.	10/25/07	Agent does not remember the call. Explained to agent at no time can he disconnect on a customer, went over disconnect procedures with the agent.

76	10/24/07	Disconnected/Reconnect during calls	10/24/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
77	10/22/07	Voice Carry Over customer reports agent would not repeat agent ID. (complaint taken by MA Customer Service) Customer did not request contact.	10/28/07	Agent is aware of the call and stated the Voice Carry Over user asked him to repeat his ID# and he sent the greeting macro. The Voice Carry Over user said the message was garbled and to repeat, the agent typed his ID# and the Voice Carry Over user hung up. Coached agent to always follow instructions from the customer, and if assistance is needed to get a supervisor immediately.
78	10/21/07	Voice customer, during the middle of the call, was asking agent to read TTY user text verbatim, (not translate to conversational English) for purpose of verifying the TTY user's identity. Agent was typing requests to TTY user and voice user asked for supervisor. Agent typed that to TTY user. Voice customer was upset that the agent did not honor her request to read verbatim or get supervisor while call was in progress.	10/21/07	Team Leader explained to customer that agents were required to type everything back to the TTY user and not allowed to get involved in a conversation. Only the inbound customer could give permission for the outbound customer to request a supervisor during the middle of the call. Agent followed procedure. Non agent error.
79	10/17/07	TTY user said it takes 10 min for the call to connect to an operator and would like the issue resolved. He says he sees the light flashing and then becomes solid. The opr that received the call said it took about 35 seconds for the call to connect to his computer. The customer called from that number. Forward complaint to customer service.	10/17/07	Apologized for the delay in connection. Suggested to have customer's phone line checked to check for possible malfunction.

80	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
81	10/15/07	Technical - General	10/15/07	Customer received a busy signal when trying to use a calling card dialed via an 800 number. Upon researching the matter it was learned the 800 number was not designated to allow relay calls. Customer will be using a different calling card that allows relay connection.
82	10/11/07	A FL Voice Carry Over customer has had trouble for the past two weeks getting connected to a relay agent using either 711 or the 800 number. He continually gets the message "Sending Auto ID." Once he waited two and a half hours before an agent answered. He said this never happened before. Apologized for inconvenience. Opened TT 5097462. Follow-up requested.	10/11/07	Consumer has had technician check his problem, which technician has not experienced any problems with hook up. Customer line is disconnected and no further contact information provided. Case closed.
83	10/10/07	Long time Voice Carry Over customer reports he dials 711 to reach the FL Relay. For the past couple of weeks his calls are answered TTY, and it creates confusion. Apologized. Provided the dedicated toll free Voice Carry Over number. Ticket 5091177 was opened. Follow up requested.	10/10/07	Contacted consumer, who has not been experiencing any problems with his relay calls. Will call customer service if it occurs again. No need for any follow up, satisfied that problem has been resolved.
84	10/08/07	Called Florida Relay on 10/3/07 at 8:19 am. Agent didn't respond when customer asked agent number to be verified. After no response, customer hung up and redialed back into relay and reached the same agent. Customer immediately as for a supervisor and agent didn't respond, then call was disconnected. The complaint was filed on 10/6/07 at 10:30 am. Apologized to customer. Forwarded complaint on to correct center for follow up.	10/08/07	Agent not aware of call. Coached agent to follow all instructions from a customer. If the customer would like the calling to number verified before dialing to verify the number with the customer. Also educated agent if a customer request a supervisor to immediately get a supervisor to assist the customer and to not disconnect on any calls regardless of the situation.

85	10/04/07	FL TTY customer dials 711 and is receiving a message that continuously says "sending id". Other times it takes her up to 10 minutes to connect with a relay operator. Customer Service apologized for the problem and requested customer contact their local phone company Verizon to see if they have a problem with the 711 lines and also entered in TT 5052995. No follow up requested.	10/04/07	There is no agent number to follow up with agent in ref to issue. Close customer contact as of 10/17/2007
86	10/04/07	Billing - General	10/04/07	Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly. Customer relocated to son's house and had not registered his number, thus received default carrier billing as a result. Customer now registered at both home and son's home for future billing purposes.
87	10/02/07	Agent gave poor service. Forwarded on to correct center Complaint 9/28/07 at 10:20 am.	10/02/07	Spoke with agent about the call processed on 9/28/07. Agent not familiar with the call but stated all calls are processed based on procedures in handbook. Supervisor asked the agent if a refresher was needed on any call procedures etc. The Agent stated she is aware of how to follow all procedures when processing calls.
88	10/01/07	Technical - General	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned call to CapTel user successfully.



89	09/28/07	A voice customer called to report that for the past two days she has had a lot of difficulty contacting her TTY neighbor. Sometimes the neighbor never receives the call but the agent says it is ringing. Sometimes when the TTY user picks up the phone the line disconnects. Twice when the voice customer called the FL relay number it said that number had been disconnected. Apologized for inconvenience. Opened TT 5016316. Follow-up requested.	09/28/07	Technician checked into issue. Called 4x to follow up to make sure disconnection problem have been resolved. No answer, unable to completa follow up.
90	09/28/07	TTY customer stated that he is calling from a Okaloosa Correctional Facility in Crestview Florida and that he has been trying to call into FLA relay to no available from 905pm to 940pm. He also stated that it take him a while to connect to relay center and wanted this fixed. Before I could ask a couple questions the line got disconnected. Customer did not want to provide his name nor want a follow up on this.	09/28/07	We had 10 agents gated Florida and we were definitely not busy during that time frame. Unable to resolve customer's issue without more information. Customer did not provide details, nor did he provide follow up or number to do a follow up. Case closed.
91	09/24/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
92	09/17/07	Captions - dropped characters/garbled text	09/17/07	Customer's relative shared that the CapTel user experienced dropped characters and garbled text. Advised customer to try using the phone in a different location to determine if it is phone line related. Also advised documentation of future incidents of dropped characters and garbled captions and to report back with the date* time and Communication Assistant # if more incidents occur so we can investigate further.

93	09/17/07	Caller ID		09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
94	09/17/07	Captions - dropped characters/garbled text		09/17/07	Customer's relative shared that the CapTel user experienced dropped characters and garbled text. Advised customer to try using the phone in a different location to determine if it is phone line related. Also advised documentation of future incidents of dropped characters and garbled captions and to report back with the date, time and Communication Assistant # if more incidents occur so we can investigate further.
95	09/16/07	TTY caller made this complaint on 9/14/07 at approximately 909pm. TTY caller said they called in several times reaching this same agent #. Each time the agent wouldn't dial the number given and hung up on the caller. AIC taking the complaint apologized and told the customer a supervisor would follow up with the agent. No request for follow up with the customer.		09/16/07	Agent does not remember call. Coached agent on following all instructions give by the customer.
96	09/14/07	Voice customer says Voice Carry Over customer gets garbling when she calls her but everyone else calls her and her calls are fine. She garbles only with this caller. The calls took place at approximately 10:00 AM ET and 10:53 AM ET Apologized. Follow-up requested.		09/14/07	Entered TT 4920375. Consumer was finally reached and reported that her contact with the Voice Carry Over user is much better. The Voice Carry Over user gets very little garbling. Will call back if any more problems occur but overall consumer is satisfied.

97	09/12/07	Accuracy of captions	09/12/07	Customer shared feedback regarding accuracy of captions. Noted some spelling errors on common name. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date* time* Communication Assistant # for more specific follow up.
98	09/12/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
99	09/11/07	A FL voice caller called to complain that while on phone call agent typed everything she said and when agent was trying to explain why she was typing what was being said the agent was rude. Apologized for the problem and explained that agent must type everything heard during the call. Customer does request follow up by supervisor	09/11/07	This customer kept interrupting when ever the supervisor or the agent tried to explain how the relay worked. Supervisor said that neither agent nor herself were rude. Customer was just angry at the call. No action taken for agent or supervisor. Non agent error. Team Leader contacted customer on 9/17/07 to explain how the relay works and apologized for inconvenience.
100	09/11/07	A FL voice caller called to complain that while on phone call agent typed everything she said and when agent was trying to explain why she was typing agent was rude and asked for supervisor. Customer complained that the supervisor was unprofessional by backing up everything that agent said. Apologized for the problem and explained that agent must type everything heard during the call. Customer does request follow up by supervisor.	09/11/07	This customer kept interrupting when ever the supervisor or the agent tried to explain how the relay worked. Supervisor said that neither agent or herself were rude. Customer was just angry at the call. No action taken for agent or Supervisor. Non agent error. Team Leader contacted customer on 9/17/07 to explain how the relay works and apologized for inconvenience.

101	09/10/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has implemented an ongoing adjustment to correct CID detail until our equipment vendor can provide a permanent solution.
102	09/06/07	Accuracy of captions	09/07/07	Customer shared feedback regarding captioning accuracy of her captioned calls. Customer Service Rep apologized for incidence and thanked customer for the feedback. Customer Service recommended documenting the date* time* Communication Assistant # so that we can follow up with the Communication Assistant and supervisor accordingly.
103	09/05/07	Customer Complaint: Caller reported that his calls are still being answered in Spanish even when he dials the FL English number which is programmed into his TTY. He has reported this problem before and a trouble ticket has been entered, but it is still happening. He makes calls both in Spanish Voice Carry Over and English TTY. The system seems to be automatically answering in the last call mode that was used. If he reaches Spanish operator and needs English, if they transfer the call most times it is disconnected. Even when dialing 711 it is answered Spanish. Customer Service Response: Apologized, entered TT #4852466 Follow up requested from tech and program manager	09/05/07	Technician noticed branding was switched to Spanish. Changed back to English and made note in customers files to keep branding on English. Customer does not have any problems now with the FL Relay calls, which are being answered in English. Case Closed.
104	09/04/07	Customer Complaint: Taken by MA Customer Service Kim at 23:12 on 9/2/07. Caller stated the Communication Assistant was rude when she asked, "do you know how to use relay?" When the person said "I just said go ahead", the Communication Assistant "snapped" "I have to have a yes or no answer". Customer Service Response: Told the caller the report would be sent to the call center supervisor. No follow up.	09/04/07	Agent does not recall incident. Coached agent on the proper procedure when verifying the familiarity of service and to remain professional and courteous at all times.

105	09/02/07	9/1/07 @ 3:15pm Customer says he believes agent hung up on him. Agent id went across his screen but then there was no response.	09/02/07	Agent was coached by the supervisor on the correct procedures for disconnecting a call. Agent understood the importance of following call procedures.
106	08/29/07	Customer Complaint: Caller reported on 8/27 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.	08/29/07	Reassigned to correct center.
107	08/29/07	Customer Complaint: Caller reported today 8/29 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.	08/29/07	Agent was aware of the call and stated the customer tried to make a call long distance and reached a recording. (You have reached the Sprint network or records show you have not established an account with us and provided an 800 number) The agent then asked the customer if she would like to use another LD carrier? Educated agent to follow instructions from the customer and to process calls in a professional and courteous manner at all times.

108	08/29/07	<p>Customer Complaint: Caller reported on 8/26 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.</p>	08/29/07	<p>Agent was not aware of the call. Educated agent to follow instructions from the customer and to process calls in a professional and courteous manner.</p>
109	08/29/07	<p>Customer Complaint: Caller reported on 8/27 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.</p>	08/29/07	<p>Agent does not remember the call. Coached the agent on remaining professional, courteous and to follow call procedures along with instructions from the customer.</p>
110	08/29/07	<p>Customer Complaint: Caller reported on 8/26 the Communication Assistant was not professional and she is tired of it, disapproves of the way the call was handled. Customer Service Response: Apologized and told her the report would be sent to the call center supervisor. No follow up.</p>	08/29/07	<p>Agent remembers the call. TTY customer called into FL gate and wanted to place a call to his sister in California but would not provide LD Carrier. The Sprint Network recording would come up each time caller directed agent to redial. Agent asked for customer's LD carrier but the customer refused, the agent then alerted the supervisor. The supervisor then asked the customer for the COC provider the customer refused and stated private information was not needed to process the call. The supervisor assured the customer only the COC name was needed to process the call no other information. Customer disconnected the call. The supervisor coached the agent on remaining professional at all times.</p>

111	08/27/07	Voice Carry Over call on 8/26/07 @ 6:34pm Agent sounded very rude to customer. Agent kept telling the customer what to do. Apologized to the customer. No follow-up requested.	08/27/07	The agent stated he was trying to explain certain call procedures and keep the customer informed. Agent said he apologized to the customer, but the customer made offending remarks regarding his ability to perform his duties as a relay operator. The supervisor went over proper call handling procedures with the agent as well as remaining transparent, courteous and professional at all times.
112	08/14/07	TTY stated the operator was rude and not patient.	08/14/07	Educated agent to remain professional, courteous and patient at all times.
113	08/13/07	Customer Complaint: Caller is having difficulty connecting to the English and Spanish relay numbers in FL. When dialing to English number he gets connected to Spanish, then when he asks to be transferred to English operator he gets disconnected. Also connects in Spanish to English Relay Customer Service department. Customer Service Response: Apologized for the problem and told him a trouble ticket would be entered (#4699853). He said a technician was already working on the issue with TT#4688154 and he was conducting test calls as the technician had asked that he do. Follow up contact the customer at his email address provided.	08/13/07	Customer said he is fine as of now. Now problems so far. Encouraged him to document the agent number and the time of call to be able to investigate the complaint more fully. Case Closed.
114	08/08/07	FL Voice customer called around 4 18 pm to say the relay operator was very slow and a little testy. Customer Service apologized to the customer and assured her that this would be forwarded to the Supervisor. No follow up needed.	08/08/07	Team leader spoke with this agent about tone of voice. Sometimes sounds like she is a little angry and needs to soften her voice.
115	08/07/07	A FL TTY customer says that for months when he calls the English language relay number, 3 out of 5 times he receives a Spanish speaking operator. Apologized for inconvenience. Tested number and got through to English language agent. Opened TT 4688154. Follow-up requested.	08/07/07	Called consumer back, issue has not occurred since. Case closed.
116	08/06/07	Customer's stated that for 40 minutes of talk time, 30 minutes of the call was garbled. In addition the operator rudely talked fast. Customer received bill for entire time, despite 3/4 of the call having garbled communication. Apologized and inquired about an operator ID. Customer did not recall ID. Referred customer to customer service for billing issue. Suggested alternate state relay number connection.	08/09/07	Supervisor followed up with customer. Customer is unable to locate the ID number of operator handling call, but will try to note this information on future calls. Customer has contact Customer Service regarding her billing question. Customer will try alternate state relay. Apologized again and customer is satisfied with follow up.

117	08/02/07	Caller wanted to file a complaint that she received a message left on her TTY answering machine that was in Spanish which she was unable to read as she does not speak Spanish. Apologized for the problem. Follow up not required.	08/02/07	Was issued an apology and customer did not request for follow up. Case closed.
118	07/29/07	After reaching 2 recordings, customer requested no recordings to be typed. On the next dial out agent typed the recording that was reached. Customer became angry and asked agent why they did not follow instructions. Agent responded by sending Alt 2 - number 1 or calling please - and ignored the customer. Customer is very upset that the agent didn't even attempt to apologize and ignored them. Customer stated they will also be calling customer serv. Apologized to customer.	07/29/07	Team Leader talked to this agent about following customer instructions and being polite to the customer. Agent did not remember call.
119	07/25/07	Customer states that this Communication Assistant needs further training. They were very slow at typing the message and seemed to not know how to process the call properly. The customer had to repeat several times what was being said and it made the call very confusing and distracting. Customer Service response: Thanked the customer for letting us know and apologized for the problem. Assured that the complaint would be sent in as stated. No call back was requested.	07/29/07	Team Leader spoke with this agent about the call. Agent stated that customer was very hard to hear and had an accent. Agent was trying to type everything verbatim as required. Agent apologized for causing confusion.
120	07/20/07	Call came in on English gate. French customer complained that there was no one available to handle his call in French. Supervisor spoke with customer and explained that the French agent was on another call. Supervisor had the agent's switch and the French agent then came to handle the French call in the English gate. Customer wants follow up.	07/25/07	Current procedures are in place to ensure that French agents are made available to handle incoming French calls. Tried calling customer for follow up on several occasions received no response.
121	07/19/07	Customer said line is disconnecting when calling into relay and has to make several attempts to put the call through. Customer was transferred to customer service to discuss problem. Customer mentioned agent # but said problem was continuous with several different agents.	07/19/07	Forwarding complaint on to correct center, although the customer was transferred to Customer Service. This is a technical issue and not thought to be agent error. Agent recalls receiving a call where the text would appear garbled. He notified customer that he was having trouble reading their conversation. Agent said that sometimes a call will drop in and the customer will ask about how to connect a TTY machine or will have similar questions to which the operator does not know the answer to. He will then refer and/or transfer them to customer service, but no particular incident comes to mind. Supervisor educated agent if there is a technical issue to notified supervisor immediately to have a trouble ticket filled out.



122	07/18/07	This TTY customer is quite upset that this agent would not tell him who they worked for and states that he received a letter regarding a previous problem on cad corporate stationary. He wants the person's supervisor to know that this agent should tell who they are working for so they know who to contact regarding the problems he has been having lately. Apologized. No follow-up requested.	07/18/07	TL spoke with this customer and the Communication Assistant who processed the call. The agent was following company policy. The TL observed the call. Agent did nothing wrong. TL tried to explain this to the customer.
123	07/17/07	Customer is new to the FL Relay and was making test calls with an FTRI Representative in his home. Customer notes request speed set at 20 words per minute with no abbreviations. The operator did not follow the notes, and it left the customer frustrated with Relay. Apologized. Assured customer and FTRI Representative that the supervisor would be notified. No follow up.	07/17/07	The customer reported the call was on Tuesday, 7/17/07, at approximately 9 AM. The agent did remember the call and apologized to the customer in ref to the speed. The agent stated she did not see notes pertaining to not using abbreviations in the customers call notes. The supervisor addressed the issue and educated the agent to read and follow through with all request or notes from the customer.
124	07/10/07	Caller wanted relay to process a text chat call. When told we don't do those types of calls, customer got upset.	07/10/07	Non agent error. Agent following procedure.
125	07/02/07	TTY user stated Communication Assistant was instructed to leave a message on an answering machine. The message was never left on the voice answering machine. TTY user stated the message was very important and should have been left. Customer wants follow up call.	07/02/07	Apologized. Coached agent. Attempted to contact customer three times, but no answer each time.
126	06/28/07	Disconnect/Reconnect during calls	06/28/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
127	06/26/07	Voice Carry Over customer said they've been losing their branding every few weeks since November. No follow up necessary. Just wants it fixed. -Rebranded customer as Voice Carry Over	06/26/07	Line has been branded Voice Carry Over.
128	06/26/07	Customer had Voice Carry Over in the notes but the account was not branded. Lately she has been having trouble with agents not realizing she is Voice Carry Over and missing the first part of her message. With permission, we branded the account Voice Carry Over. She wants to make this doesn't happen again. No follow up necessary.	06/26/07	Verified that customer's number was branded as Voice Carry Over. If they continue to have problems, they can contact Customer Service directly. No follow up information provided.

129	06/25/07	TTY User states that the operator did not do a good job. After reviewing call history, operator dialed first time, informed TTY user that ringing stopped. Operator redialed per instructions and received an answering machine. Customer was angry saying that they needed to speak with their mom. No operator error seen. TTY user hung up on me and said they would call "Big Boss." No follow needed, non agent error.	06/25/07	No error seen by supervisor, non agent error.
130	06/22/07	Echo Sounds - CapTel user hears	06/22/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction. Also advised customer of possibility of using an assistive listening device in conjunction with CapTel phone.
131	06/21/07	TTY customer called FL English TTY number and reached FL Spanish operator who transferred to Customer Service. The call was at approx 9:40A (CST) today, 6-21-07. (apologized for problem encountered) Customer requests contact.	04/14/08	Emailed customer and was informed the problem no longer occurs. Case closed. Based on resolution entered on 4/15, customer is satisfied.
132	06/18/07	This caller received a call from his son (voice to TTY) which had an operator changeover. Caller claims that the relief operator "started fooling around with his console" and "typed every word twice even after being warned to stop it". The operator told the caller that he was experiencing "technical problems" and that he could call back to reach another operator; then he disconnected the call with no other warning. Caller prefers to be contacted by fax; time of day is irrelevant.	06/18/07	Team Leader spoke with the Operator and discussed appropriate call processing procedures and how to handle technical issues. Operator is aware to request for supervisor assistance as necessary. Also faxed letter to customer @ (954) 722-3184.
133	06/14/07	FL TTY customer states when attempting to reach an operator on the French dedicated line the phone rings and rings with no answer. Customer Service apologized for the problem and entered TT #4323448. Follow up is requested with resolution.	06/14/07	Called consumer after tech support checked into problem. Called three times, left messages, no call back. Case Closed.

134	06/13/07	Disconnected/Reconnect during calls	06/13/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
135	06/08/07	Disconnected/Reconnect during calls	06/08/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
136	06/07/07	Customer said he has tried to get into Spanish Relay 10 times and no one will answer the line. Long, long wait time before he hangs up. Wants this looked into. Complaint filed at 5:05 pm on 6/7/07.	06/07/07	Team leader filled out a trouble ticket on 6/07/07 for this problem. Forwarding to customer service for further follow-up if needed. Customer Service attempted to contact customer. 3 unsuccessful attempts. Closed contact. If customer calls back, transfer to Customer Service for assistance.
137	06/07/07	Voice customer said that agent was very rude. She kept interrupting her as she was talking and that did not bother her, it was the way it was said. Voice customer also said that she couldn't understand what the TTY user was saying because of how the agent was reading the message. She doesn't believe the agent read what the TTY user typed.	06/07/07	Team Leader spoke with agent about proper conduct during call and the importance of pacing correctly. Agent stated that voice person spoke very fast and she was trying to get it verbatim. Agent also states that she read what the TTY user typed was very heavy ASL. Customer Contact was closed on the 8th of June...internal update reopened contact. Customer contact closed again. Agent spoken to on the 8th.
138	06/07/07	6/1/2007 6:05pm TTY user said he informed agent not to type the recording and she typed the recording not following his instructions. No follow up requested.	06/17/07	Operator is aware of the need to follow customer's instructions. Operator will make every effort to follow instructions going forward.
139	06/07/07	Disconnected/Reconnect during calls	06/07/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
140	06/06/07	Billing - General	06/06/07	Discussed need to register long distance carrier of choice with caller and registered voice user accordingly.

DOCKET NO. 03-23

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DISK

## **Appendix L – Florida TRS RFP**

**STATE OF FLORIDA**

**FLORIDA PUBLIC SERVICE COMMISSION**

**REQUEST FOR PROPOSALS**

TO PROVIDE

A

TELECOMMUNICATIONS RELAY SERVICE SYSTEM

IN

FLORIDA

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REQUEST FOR PROPOSAL

**A. ADMINISTRATIVE REQUIREMENTS AND PROCEDURES**

**1. Issuing Entity and Point of Contact**

This Request For Proposals (RFP) is issued by the Florida Public Service Commission (FPSC). The FPSC's Proposals Review Committee (PRC) Chairman is the sole point of contact concerning this RFP and all communications must be made through the Chairman, Kevin Bloom. Mailed correspondence must be addressed to Kevin Bloom, c/o Ms. Ann Cole, Director, Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850 and should reference Docket No. 110013-TP. The PRC Chairman can be contacted at 850/413-6526 and facsimile correspondence should be directed to 805/413-6527. E-mail should be directed to the PRC Chairman at kbloom@psc.state.fl.us.

**2. Purpose**

The purpose of this RFP is for contracting for a Florida Relay Service (FRS) System that meets the needs of the people of the state of Florida pursuant to the Telecommunications Access System Act of 1991 (Chapter 427, Florida Statutes) and which satisfies or exceeds the relay system certification requirements of the Federal Communications Commission under the Americans with Disabilities Act. Bidders must comply with the requirements of both laws.

Section E, Table 1, contains a summary of the captioned telephone intrastate billable minutes and TRS intrastate billable minutes provided by the current relay provider concerning the Florida relay traffic for the months of October 2010 through September 2011. Section E, Table 2, contains a summary of the Florida intrastate and interstate session minutes for the months of October 2010 through September 2011. The bidder assumes all responsibility for the accuracy of data from these reports and billable minute information in using them for bidding purposes.

**3. Other Applicable Laws/Legal Considerations**

This RFP, and any resulting contract, shall be governed by the laws of the state of Florida. The bidders and provider shall comply with applicable federal, state, and local laws and regulations.

The contract shall be construed according to the laws of the state of Florida. Any legal proceedings against any party relating to or arising out of the RFP or any resultant contract or contractual relation shall be brought in state of Florida administrative or judicial forums. The venue will be Leon County, Florida.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

#### **4. Scope**

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein, mandatory administrative and operational requirements which a bidder shall meet to be eligible for consideration, specific instructions for proposal submission, and evaluation criteria.

#### **5. FCC Authority to Provide Relay Services**

The provider shall have the necessary FCC authority or only use, for relay service, telecommunications providers that have the necessary FCC authority to provide interstate and international service.

#### **6. Definitions/Acronyms**

The following terms, when used in this RFP, have the meaning shown below.

- a. Abandoned Calls – Calls reaching the relay switch and terminated by the caller before a communications assistant answers regardless of the amount of time that has elapsed since the call reached the relay switch.
- b. Administrator – A not-for-profit corporation incorporated pursuant to the provisions of Chapter 617, Florida Statutes, and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices [s. 427.703(1), F.S.]
- c. Advisory Committee – A group created by Section 427.706, F.S., and consisting of up to ten individuals named by the FPSC for the purposes described in Chapter 427, F.S.
- d. Answer Time – The point in the progression of inbound calls at the relay center when the communications assistant is ready to serve.
- e. Billable Minutes – For the purpose of calculating and rendering bills to the Administrator [Section 427.704(2), F.S.], billable minutes is the elapsed time between the time the incoming call enters the FRS provider's relay center switch and the completion of relay service. Total session time shall be rounded to the nearest one-tenth of a minute or less per session and the time for all call sessions shall be added together for all incoming calls during the month to produce the total billable minutes per month. The total of billable minutes for the month shall be rounded to the nearest one-tenth of a minute. In a session which includes a mix of intrastate toll or local calls and interstate or international calls, the time associated with the interstate or international calls shall not be included in the billable time for that call session.
- f. Blocked calls – Calls reaching the 800 number network that do not terminate by ringing a communications assistant position.

Florida Relay Service  
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- g. Communications Assistant (CA) – A person who relays conversation to and from users of a relay system.
- h. Deaf – Having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.
- i. Dual Sensory Loss – Having both a permanent hearing loss and a permanent visual impairment and includes deaf/blindness.
- j. Electronic Posting – The Florida Department of Management Service’s Vendor Bid System website located at [http://myflorida.com/apps/vbs/vbs\\_www.main\\_menu](http://myflorida.com/apps/vbs/vbs_www.main_menu).
- k. FPSC - Florida Public Service Commission or Commission.
- l. FRS – Florida Relay Service.
- m. General Assistance Calls – Incoming calls to the CA that are not associated with an outgoing relay call. Such calls may provide information about using relay or other types of calls that are normally handled by customer service.
- n. Hard of Hearing – Having a permanent hearing loss which is severe enough to necessitate the use of amplification devices to discriminate speech sounds.
- o. Hearing Loss or Hearing Disabled – Being deaf or hard of hearing and includes dual sensory impairment.
- p. Hearing Carry-Over (HCO) – A feature that allows people who are speech disabled to use their hearing abilities to listen directly to their party. The CA voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without CA interaction.
- q. Incoming Call – An incoming call refers to the portion of the communications connection from the calling party to the relay service center. An incoming TDD call is a call originated by a TDD user. An incoming telephone call is a call originated by a telephone user. An incoming call includes calls to the relay service telephone number for completing a relay call as well as general assistance calls.
- r. Minor Irregularity – A variation from the request for proposal terms and conditions which does not affect the price of the proposal, does not give the bidder a significant advantage or benefit not enjoyed by other bidders, and does not adversely impact the interests of the agency.
- s. Outgoing Call – An outgoing call refers to the portion of the communications connection from the relay service center to the called party. An outgoing TDD

call is a call to a TDD user. An outgoing telephone call is a call to a telephone user.

t. Provider – The entity with whom the FPSC contracts to provide Florida Relay Service.

u. Proposals Review Committee (PRC) – The PRC consists of designated FPSC staff and designated members of the Advisory Committee.

v. Session Minutes - Session minutes include the entire time that the relay call is connected to the communication assistant, including the time used to set up the call.

w. Speech Impaired or Speech Disabled – Having a permanent loss of verbal communications ability which prohibits normal usage of a standard telephone set. [Section 427.704(10), F.S.]

x. Speech to Speech (STS) – A service that enables a person with speech disabilities to use relay service with his own voice or voice synthesizer, rather than using a TDD. A specially trained CA functions as a human translator for people with speech disabilities who have trouble being understood on the telephone. The STS CA repeats the words of the speech disabled user to the other party on the call.

y. Telecommunications Device for the Deaf (TDD or TTY) – A mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines. The term includes mechanisms equipped with sight assisting devices such as a large print screen or Braille printer and also includes computers. [Section 427.703(14), F.S.]

z. User – Includes either the calling or called party in a relay call.

aa. Video Relay – Video relay interpreting allows the caller, utilizing video conferencing facilities, to use sign language to communicate with the CA who voices the call to the hearing person at the receiving end.

bb. Voice Carry-Over – A feature that enables a user with a hearing disability to utilize his useable speech for direct expression of voice communications and to use the CA for conversion of the other user's communications from voice to TDD.

## **7. Key Dates**

The following dates are target dates. The FPSC and the PRC Chairman reserve the right to change the dates.

**TECHNICAL AND PRICE PROPOSAL**

DUE DATE & TIME 3:00 p.m. EST ..... December 22, 2011  
Performance Bond Due ..... Upon Execution of Contract  
Begin Service ..... June 1, 2012

**8. Restrictions on Communications**

From the issue date of this RFP until the staff recommendation on the award of the contract is filed in the docket file bidders are not to communicate with any FPSC Commissioner, staff member, or Advisory Committee member regarding this RFP except for:

- a. Written correspondence to or from the PRC Chairman for clarifying questions only regarding the Commission-approved RFP. No changes to the Commission-approved RFP will be considered.
- b. Oral discussions at an oral interview or site visit pursuant to Section A 17.

After the recommendation for award is filed, there will be no oral or written communication with FPSC staff, including the PRC Chairman, or any member of the Commission concerning the RFP. Written correspondence submitted to the docket file for the sole purpose of identifying a mathematical error will be reviewed by appropriate FPSC staff.

For violation of this provision, the FPSC reserves the right to reject the proposal.

**9. Modifications, Withdrawals, and Late Proposals**

Proposals may only be modified or withdrawn by the bidder up to the established filing date and time. It is the responsibility of the bidder to ensure that the proposal is received by the Office of Commission Clerk on or before the proposal due date and time. Both the technical and price proposals must be filed by December 22, 2011, at 3:00 p.m. eastern time. Late proposals will not be accepted.

**10. Bidding Costs**

Neither the FPSC, nor the FRS system, is liable for any costs incurred by a bidder in conjunction with development of its bid.

**11. Rejection of Proposals, Correction of Errors**

The PRC Chairman and the FPSC reserve the right to reject any or all proposals when in the public interest. The PRC Chairman and the FPSC also reserve the right to accept proposals despite minor irregularities and to allow a bidder to correct such minor irregularities upon notification by the PRC chairman.

**12. Public Availability of Proposals, News Releases and Public Announcements**

The Technical proposals will each be made available to the general public within (10) days after each is opened. The price proposals will not be opened until after the technical

proposals have been evaluated. Such price proposals will be made available after the staff recommendation for award is filed. The FPSC may issue press releases or public announcements concerning filed proposals or the bid process.

### **13. Protests**

Failure to file a protest of either the RFP or the letter of intent within the time prescribed in subsection 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

### **14. Letter of Intent/Notification to Bidders**

Upon selection of a potential provider by the Commission, the Commission will issue a letter of intent to the potential provider. The electronic posting of the Notice of Intent to Award is the point of entry to protest the award pursuant to Section 120.57(3), Florida Statutes. A contract shall be completed and signed by all parties concerned within thirty (30) days of mailing the letter of intent. If this date is not met, through no fault of the FPSC, the FPSC may elect to cancel the letter of intent and make the award to another bidder.

All bidders will receive a copy of the letter of intent by certified mail, return receipt requested.

### **15. Award of Contract**

The FPSC shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into account the following considerations in Section 427.704(3)(a), Florida Statutes.

- a. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are deaf, hard of hearing, or speech impaired.
- b. The overall quality of the proposed telecommunications relay system.
- c. The charges for the proposed telecommunications relay service system.
- d. The ability and qualifications of the bidder to provide the proposed telecommunications relay service system as outlined in the RFP.
- e. Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost.
- f. Any proposed provision of assistance to deaf persons with special needs to access the basic telecommunications system.
- g. The ability to meet the proposed commencement date for the FRS.
- h. All other factors listed in the RFP.



#### **16. Award Without Discussion**

The FPSC reserves the right to make an award without discussion of proposals with the bidder. Therefore, it is important that each technical and price proposal be submitted in the most complete, understandable, and accurate manner possible.

#### **17. Oral Interviews/Site Visits/ Written Data Request**

Bidders may be asked to participate in oral interviews, respond to a written data request, make their facilities available for a site inspection by the PRC or make their financial records available for a FPSC audit. Such interviews, site visits, and/or audits will be at the bidder's expense except that the PRC will pay for its own expenses (transportation, meals, housing, etc.). Bidders should come to oral interviews prepared to answer the PRC's questions and the bidder's primary contact person (person signing the letter of transmittal accompanying the RFP or his designee) shall be present at all meetings with the PRC or FPSC.

#### **18. Contract Document**

The successful bidder will be required to sign a contract which will include the following elements.

- a. The RFP.
- b. The bidder's Proposal in response to the RFP.
- c. A document identifying any clarifications to the proposal and any unsolicited items contained in the proposal and desired by the FPSC to be included in the FRS.

All of the above items together will constitute a complete initial contract that will be approved by the FPSC's Executive Director on behalf of the FPSC.

#### **19. Limited Liability**

To the extent provided for in Section 427.707, Florida Statutes, the FPSC, its Advisory Committee, and the PRC assume no liability with respect to the RFP, proposals, or any matters related thereto unless there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in or operation of the telecommunications relay service. To the fullest extent permitted by law, all prospective service providers and their assigns or successors by their participation in the RFP process, shall indemnify, save and hold the FPSC and its employees and agents, including the Advisory Committee and PRC, free and harmless from all suits, causes of action, debts, rights, judgments, claims, demands, accounts, damages, costs, losses, and expenses of whatsoever kind in law or equity, known and unknown, foreseen and unforeseen, arising from or out of the RFP and/or any subsequent acts related thereto, including, but not limited to, the recommendation of a bidder to the FPSC and any action brought by an unsuccessful bidder. This is a statutory requirement that will not be amended or waived.

## **20. Disclaimer**

All information contained in the RFP, including any amendments and supplements thereto, reflects the best and most accurate information available to the FPSC at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for change of the payments to the provider nor a basis for legal recovery of damages, either actual, consequential, or punitive. Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

## **21. Cancellation/Availability of Funds**

The FPSC shall have the right to unilaterally cancel, terminate, or suspend any ensuing contract, in whole or in part, by giving the provider 60 calendar days written notice by certified mail, return receipt requested, or in person with proof of delivery. If a breach of the contract by the provider occurs, the FPSC will provide written notice to the provider, and allow 14 days to cure the breach. If a breach of the contract is not cured within the 14 days, the FPSC may, by written notice to the provider, terminate the contract upon 24 hours notice. The provisions herein do not limit the FPSC's right to remedies at law or to damages.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

## **22. Public Bidder Meetings and Proprietary/Confidential Information**

Written requests for confidentiality shall be considered by the FPSC as described in Chapter 364.183, Florida Statutes. Rule 25-22.006, Florida Administrative Code, should be followed in making a request.

Meetings held between the FPSC or PRC and the bidder shall be open to the general public. Should the need arise to discuss any confidential materials, the FPSC or PRC will attempt to hold such a discussion by referring to the confidential material in a general way without closing the meeting. All meetings with bidders will be transcribed.

All material submitted regarding this RFP becomes the property of the FPSC and subject to Chapter 119, Florida Statutes, (Public Records Law). The PRC reserves the right to use any or all information/material presented in reply to the RFP, subject to any confidentiality granted via Chapter 364 and Chapter 427, Florida Statutes. Disqualification of a bidder does not eliminate this right.

## **23. Non-Collusion**

By submitting a proposal, the bidder affirms that the proposed bid prices have been arrived at independently without collusion, consultation, or communications with any other bidder or competitor, that the said bid prices were not disclosed by the bidder prior to filing with the FPSC, and that no attempt was made by the bidder to induce any other person, partnership or corporation, to submit or not submit a proposal.

#### **24. Changes in the Contract**

Any change in the contract shall be accomplished by a formal written contract amendment signed by the authorized representatives of both the FPSC and the provider. No other document or oral communications shall be construed as an amendment to the contract.

#### **25. Conflict of Interest**

The award hereunder is subject to the provisions of Chapter 112, Florida Statutes, (Public Officers and Employees). All bidders shall disclose with their bid the name of any officer, director, or agent, who is also an employee of the state of Florida, or any of its agencies. Further, all bidders shall disclose the name of any state employee who owns, directly or indirectly, an interest of five percent or more in the bidder's firm or any of its branches.

#### **26. Minority Business**

It is the policy of the Commission to encourage participation by minority business enterprises (as defined in Section 287.012, Florida Statutes) in Commission contracts. If two identical bids/proposals to an invitation for bids or request for proposals are received and one response is from a minority owned company, the Commission shall enter into a contract with the minority owned company. If applicable, the bidder should include in its proposal evidence that it qualifies for the definition of a minority business.

**B. THE SERVICE TO BE PROVIDED**

**1. Overview**

This section of the RFP lists and describes the specific basic features of the relay service required to be provided. At the end of this section, the FPSC also requests the bidder to comment on (and in its price proposal, propose a price separate from the price for basic service for) the provision of optional services which are not required to be provided.

**2. Commencement Date**

The commencement date for the service is June 1, 2012. Bidders shall provide a work schedule showing how they can meet that deadline and shall provide a statement that they can provide the complete service by that date.

**3. Term of Contract**

Service shall begin on June 1, 2012. The term of the contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to four additional one year periods. The provider shall notify the Florida Public Service Commission of its desire to extend service by June 1 the year before the current service period expires. For example, if the contract service period is due to expire on May 31, 2015, the provider should notify the FPSC by June 1, 2014, that it desires a one year extension of service.

**4. Scope of Service**

The relay service shall be designed to provide the means by which a deaf, hard of hearing, speech, or dual sensory impaired person using a TTY can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the use of the relay system. The service shall also provide other telecommunications services to persons with hearing and speech disabilities as further described below.

The FPSC is interested in providing a relay service that is as cost efficient as possible while at the same time providing a service as equivalent to standard telecommunications service as possible.

**5. Access Numbers**

There shall be a single access number for TDD users, a single access number for voice users, a single access number for ASCII users, and a single access number for Spanish users. The TDD access number shall be 800/955-8771, the voice access number shall be 800/955-8770, and the ASCII access number shall be 800/955-1339. The Spanish access number shall be 877/955-8773. The provider must request FPSC authority to use additional numbers for relay access (e.g. STS, other foreign languages, etc.). If a caller calls the wrong access number, the system shall process the call without requiring the caller to redial.

Access shall also be provided via "711" which shall point to the 800/955-8770 number.

## **6. Availability of the System to Users**

The service shall be designed to relay local, intrastate, interstate, and international calls that originate or terminate in Florida. Relay service shall be available 24 hours per day every day of the year.

No restrictions shall be placed on the length or number of calls placed by customers through the relay center.

## **7. Minimum CA Qualifications/Testing**

The provider shall adequately supervise and train its employees to always be courteous, considerate, and efficient in their contact and dealings with its customers and the public in general, and shall conduct periodic evaluations to ensure that courteous service is being rendered.

Bidders shall specify how they plan to demonstrate that CAs meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type TDD relay messages. The provider shall use valid, unbiased tests for CAs on subjects including, but not limited to:

- a. Competent skills in typing, grammar, spelling, interpretation of typewritten American Sign Language (ASL), and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.
- b. A high school diploma or grade equivalent diploma. In addition, each candidate shall pass a high school level English comprehension and grammar test before being considered for employment.
- c. A minimum typing speed of 60 words per minute (wpm) on live relay calls. Technological aids may be used to reach the required typing speed. The method to be used to determine the typing speed is as follows. Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished.
- d. Ethics, e.g., how a CA deals with situations he may encounter.
- e. Confidentiality.

Any person who has not passed these tests shall not be utilized as a CA.

## **8. CA Training**

Each bidder shall demonstrate in its proposal how ongoing CA training will be provided by including with its proposal an outline of a proposed CA training plan. The provisions for CA training shall include, but not be limited to, an understanding of limited written English and ASL, deaf culture, needs of hearing and speech disabled and dual sensory impaired users, ability to speak in a tone of voice consistent with the intent and mood of the conversation, operation of relay telecommunications equipment, how to handle hearing and Voice Carry-Over, ethics, confidentiality and other requirements of the provider's operating policies and procedures. Training shall include both simulated and live on-line call handling.

## **9. Staff Training**

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, and ethics and confidentiality. Each proposal should include an outline of a staff training plan indicating training topics and time frames as well as explaining how individuals or organizations (such as deaf service centers, state agencies, Florida Telecommunications Relay, Inc., universities, etc.) representing the hearing and speech impaired community would be used to assist with the training.

## **10. Counseling of CAs and Staff**

Bidders are required to outline a program for counseling and support that will help CAs and staff deal with the emotional aspects of relaying calls. Those providing this staff support shall have training in dealing with the emotional aspects of handling relay calls. However, in counseling sessions, the CA shall not give to the support person the names of callers involved. The counseling support system shall follow the confidentiality provisions of this RFP.

## **11. Procedures for Relaying Communications**

The system shall be designed to convey the full content of the communications. Unless requested otherwise by a user, the CA shall relay all calls according to the following procedures.

- a. The CA is to be identified by a number (not name) followed by "M" if male and "F" if female. The provider shall establish a method which will allow identification of the CA in the event a complaint is filed or a user wants to praise the work of the CA.
- b. The user shall be kept informed on the status of the call, such as dialing, ringing, busy, disconnected, or on hold throughout the call session. The system shall provide feedback to callers on the call status within 10 seconds after a caller has provided the number to call and continue to provide feedback until the call is answered.
- c. All users shall have the option of telling the CA how to greet the called party and what aspects of the call that he/she will handle. For example, the TDD user may voice the call (voice Carry-Over), rather than have the CA do it or the caller may ask that relay be explained as soon as someone answers the call.

- d. When the call is first answered, and at all times during the conversation, the system shall type to the TDD user or verbalize to the non-TDD user verbatim what is said or typed unless the relay user specifically requests summarization. If the CA summarizes the conversation, the CA shall inform both parties that the call is being summarized.
- e. When the CA is asked to explain relay to a user, the CA shall express the term “explaining relay” to the other user on the call to let them know what is happening rather than transmitting all of the explanation.
- f. When speaking for the TDD user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made and conveying the intent and mood of the message. The CA shall also indicate identifiable emotions by typing those in parentheses, (e.g., he’s laughing, he’s crying). Any identifiable background noises shall be relayed to the TDD user in parentheses. The CA shall identify to the TDD user, if identifiable, the gender of voice users when they first come on the line. All of the above should be done automatically unless the user asks that it not be done.
- g. CAs shall indicate to the user, if known, if another person comes on the line.
- h. All comments directed to either party by the CA or to the CA by either party shall be relayed. These comments shall be typed in parentheses. However, comments between the CA and a relay user at the beginning of a call which deal with billing information need not be relayed to the other user.
- i. CAs shall verify spelling of unfamiliar proper nouns, numbers, addresses, information about drug prescriptions and other unfamiliar words that are spoken and are to be relayed.
- j. CAs shall stay on the line for a minimum of ten (10) minutes before allowing a change in CAs. For STS calls, the CA must stay on the line a minimum of fifteen (15) minutes. If a user requests that the same CA be used during the entire conversation, the system shall comply whenever possible until both parties have terminated the call.
- k. CAs shall not counsel, offer advice, or interject personal opinions or additional information into any relay call. This also means the CAs shall not make any value judgments on the profanity or obscenity or legality of any messages. Furthermore, the CAs shall not hold personal conversations with anyone calling the system.
- l. Users shall not be required to give their names or the name of the party they are calling, unless needed for billing.
- m. The system shall transmit conversations between TTY and voice callers in real time.

n. For each incoming call, the CA shall without delay make as many outgoing calls as requested by the caller.

o. If a user requests that a CA of a specific gender be used, the provider shall make best efforts to accommodate the request when a call is initiated and at the time the call is transferred to another CA.

p. The provider shall provide a customer profile database. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

## **12. Languages Served**

At all times, the provider shall make available CAs with the capability to provide relay service to users who use either English, Spanish, or ASL on their relay call. Translation from one language to another is not required.

## **13. Additional Languages Served**

The provider will not be required to serve languages other than English, Spanish, or ASL. However, additional evaluation points may be given for proposals that include how the provider would handle relay calls using one or more additional languages (e.g. French, or Haitian Creole, etc.). Additional languages should be identified.

## **14. Shift Advisor/Consultant**

On each shift the provider shall employ in the relay center at least one person who is highly knowledgeable of ASL in order to serve as an advisor/consultant to assist CAs in understanding the intent of messages and properly communicating the full content of communication.

## **15. Confidentiality of Calls**

As required by Section 427.704(1)(c), Florida Statutes, all calls shall be totally confidential; no written or electronic script shall be kept beyond the duration of the call. CAs and supervisory personnel shall not reveal information about the content of any call and, except for the minimum necessary for billing, complaint processing, statistical reporting or training purposes as further described in this RFP, shall not reveal any information about a call. CAs and supervisory personnel shall be required to sign a pledge of confidentiality promising not to disclose the identity of any callers (except for the reasons discussed in this section) or any information learned during the course of relaying calls, either during the period of employment as a CA or after termination of employment.

a. When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:



- (1) Names of the parties on the call.
- (2) Originating or terminating points of specific calls.
- (3) Specifics of the information conveyed.

b. CAs shall not discuss, even among themselves or their supervisors, any names or specifics of any relay call, except as necessary in instances of resolving complaints, bill processing, emergencies, or for training purposes. CAs may discuss a general situation with which they need assistance in order to clarify how to process a particular type of relay call. CAs should be trained to ask questions about procedures without revealing names or specific information that will identify the caller.

c. Watching or listening to actual calls by anyone other than the CA is prohibited except for training or monitoring purposes or other purposes specifically authorized by the Commission. FPSC staff shall be permitted to observe live calls for monitoring purposes, but shall also comply with the confidentiality provisions above.

d. A copy of the Confidentiality Policy shall be provided to a user upon request and at no cost.

#### **16. Types of Calls to be Provided:**

- a. Text-to-voice/voice-to-text. The provider shall transmit conversations between TTY and voice callers in real time.
- b. Voice carry-over (VCO), two-line VCO, VCO-to-TTY, and VCO-to-VCO.
- c. Hearing carry-over (HCO), two-line HCO, HCO-to-TTY, HCO-to-HCO and Captioned Telephone or its equivalent service.

#### **17. Call Release Functionality.**

Call release functionality is a feature that allows the CA to sign-off or “release” from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

The provider shall also immediately release a call when a TTY user using the relay system is inactive for more than thirty (30) seconds.

#### **18. Speed dialing.**

A feature that allows a TRS user to place a call using a stored number maintained by the TRS facility. In the context of TRS, speed dialing allows a TRS user to give the CA a “short-hand” name or number for the user’s most frequently called telephone numbers.

### **19. Three-Way Calling Functionality.**

A feature that allows more than two parties to be on the telephone line at the same time with the CA.

### **20. Voicemail and Interactive Menus**

CAs must alert the TRS user of the presence of a recorded message and interactive menus through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. The provider may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

The bidder shall explain how messages will be left on or retrieved from answering machines and how interaction with voice response units will be accomplished. The bidder should explain how any access code used to retrieve messages will be confidentially handled.

The bidder should explain if and how messages will be retrieved from an answering machine if the originating party calling the relay center is at the same location as the answering machine. For example, if a person is at home and cannot retrieve his messages from his own answering machine, how will the relay center accomplish retrieving the message and relaying the information to the deaf or hard of hearing person when only one telephone line exists to the residence?

### **21. Voice and Hearing Carry-Over**

The provider shall provide both voice and hearing Carry-Over upon request of the user. A TDD user may request voice Carry-Over (VCO) which will allow him/her to speak directly to the telephone user and receive the message typed back on the TDD. In addition, a TDD user may request hearing Carry-Over (HCO) which will enable the TDD user to directly hear what the telephone user is saying and type back his/her message, which will be spoken by the operator.

As part of its proposal, the bidder should describe in detail how incoming 2-line VCO calls will be handled. As part of its proposal the bidder should also describe in detail how outgoing 2-line VCO calls will be handled.

The provider shall make provision for two persons who have a hearing loss to speak for themselves by means of Voice Carry-Over to Voice Carry-Over (VCO to VCO) and for two persons who are speech disabled to hear for themselves by means of Hearing Carry-Over to Hearing Carry-Over (HCO to HCO).

### **22. Captioned Telephone Voice Carry-Over**

The provider shall provide as part of its proposal a description of how Captioned Telephone or its equivalent service will be provided, including 2-line captioned service. If an equivalent service is provided, it must be compatible with the existing Captioned Telephone

telephones currently in use by end users. The provider shall price the Captioned Telephone service separately from other relay services in its price proposal. No roaming or guest options are to be allowed.

### **23. Turbocode™**

The provider shall provide Turbocode™, or its functionally equivalent, service that allows the relay user to interrupt the CA or other TDD user as part of the basic relay system.

Pricing for this service shall be included in the basic relay price in the bidder's price proposal.

### **24. Speech to Speech**

The provider must offer Speech to Speech (STS) users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA shall just repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Pricing for STS service shall be included in the basic relay service price in the bidder's price proposal.

### **25. Access to Pay Per Call Services ( i.e. 900/976)**

The provider shall provide access to pay per call services such as 900/976 numbers.

The bidder should explain how it will provide relay service users with access to pay per call services. Bidders are to describe how such access can be provided, how callers can disconnect without being charged and a methodology for billing the user directly for any charges incurred from the pay per call service. The bidder should describe how it would deal with denied pay per call calls and high bill complaints for 900/976 calls. Before placing the call, the CA shall advise the caller that there will be a charge for the call.

The bidder shall explain in the proposal how interstate and intrastate pay per call charges shall be separated for end user payment purposes.

### **26. Caller ID**

When a TRS facility is able to transmit any calling party identifying information to the public network, the provider must pass through, to the called party, at least one of the following: The number of the TRS facility, 711, or the 10-digit number of the calling party.

### **27. Last Number Redial**

Last Number Redial would allow the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

### **28. Obscenity Directed at the Operator**

CAs do not have to tolerate obscenity directed at them. A proposal should specify how the provider will handle these situations.

### **29. Emergency Calls**

The provider must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

### **30. Blockage**

The provider is responsible for ensuring that 99 percent of all calls reaching the provider's relay center per day are either answered or continue to receive a ringing signal. Calls that are blocked must receive a network blockage signal of 120 interruptions per minute.

### **31. Answer Time**

The provider is responsible for answering, except during network failure, 85% of all calls daily within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold, of reaching the relay switch. Elapsed time is calculated from the time inbound calls reach the relay switch. In calculating the percentage of calls meeting the answer time standard, the numerator shall be the total number of calls per day that are answered (with a CA ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per day reaching the relay switch. Answer time shall not be reported as an average speed of answer or by using a weighted service level.

### **32. Equipment Compatibility**

It is necessary for the system to be capable of receiving and transmitting in both Baudot and ASCII codes as well as voice. It is also required that the relay system be capable of automatically identifying incoming TDD signals as either Baudot or ASCII. All equipment shall be compatible with the basic protocol of TDDs distributed in Florida through the Administrator.

### **33. Transmission Levels**

Transmission levels must be maintained within industry standards as outlined in the American National Standards Institute – Network Performance – Switched Exchange Access Network Transmission specifications (ANSI T1.506-1997). The provider must provide updates to those standards as amended by ANSI during the term of the contract and must meet the amended standards.

### **34. Measuring Equipment Accuracy**

Every meter, recording and ticketing device used to capture call details for billing subscribers or the FPSC/Administrator as well as for providing traffic information shall be tested prior to its installation and shall be accurate 97 percent of the time to within a one second grace period. All equipment shall be maintained in a good state of repair consistent with safety and adequate service performance. Quarterly testing of the measuring equipment accuracy shall be performed by the provider and files should be maintained for the duration of the contract for FPSC review upon request.

### **35. Emergency Operations and Uninterruptible Power**

In addition to a minimum of thirty (30) minutes battery capacity sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay centers' operations. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator worksite emergency lights, and Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

The bidder shall describe its plan for dealing with all types of natural and man-made problems (e.g., hurricanes, lightning strikes, fires, etc.) which either isolate the relay center and prevent calls from reaching the center or cause the center to be unable to operate. In addition, the plan should detail the steps which will be taken to deal with the problem and restore relay service.

The provider shall inform the contract manager of any major interruptions to the operation of the relay center extending beyond five minutes duration. The contract manager shall also be informed when it becomes known to the relay center that any portion of the state is isolated for more than five minutes from the relay center. The provider shall also provide a written (or e-mail) report to the contract manager after restoration of service.

Although it is not mandatory, the FPSC urges the provider to subscribe qualifying facilities for priority restoration under the Telecommunications Service Priority Program.

### **36. Intercept Messages**

Appropriate intercept messages shall be provided if a system failure occurs.

### **37. Service Expansion**

The bidder shall show the capability of expanding services in response to increasing demand. The bidder shall develop and illustrate in its proposal a detailed plan of how this expansion will be accomplished. The plan shall include, but not be limited to, trunking capacity, CA workstations, personnel staffing, and equipment capacity. The plan shall also indicate how

any time lag shall be avoided to meet any increased call volume. The above plans shall allow the provider to be able to maintain all standards listed in the RFP.

### **38. New Technology**

The users should be allowed to benefit from advancing technology. The bidder should keep abreast of technological changes in the provision of relay service to inform the FPSC and Administrator when new enhancements are available and at what price, and to provide the FPSC the opportunity to purchase such enhancements or upgrades to the service.

### **39. Consumer Input and Participation in Advisory Committee and FPSC Proceedings**

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the Commission and its Advisory Committee in any evaluation of the system. A bidder shall not include travel or per diem costs of the FPSC or its Advisory Committee in its bid price since those costs will be funded by the State. An outline of this plan shall be included with the bidder's proposal. The plan should explain methods for consumer input and how the recommendations from these evaluations will be incorporated into the policies of the relay center. This does not preclude the provider from conducting additional internal evaluations which use relay staff. The results of any service quality evaluation shall be reported to the FPSC office within 15 calendar days after the last month in each quarter.

Bidders are encouraged to include in the consumer input plan, methods for working with organizations serving individuals with hearing and speech loss statewide to conduct periodic community forums. The community forums shall be for the purpose of gaining user input on the quality of relay service and for responding to user questions and problems on use of the relay service. The community forums shall be planned and conducted in conjunction with organizations serving people with hearing and speech loss.

The provider shall participate in all meetings of the Advisory Committee and all FPSC workshops and hearings relating to relay service unless excused by the contract manager.

### **40. Complaint Resolution**

The provider shall establish procedures regarding complaints, inquiries, and comments regarding system services and personnel. The provider shall ensure that any caller to the relay center having a complaint will be able to reach a supervisor or administrator while still online during a relay call. All complaints received by supervisors, or in writing, shall be documented, including their resolution, and kept on file and available to the Commission upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available and accessible to the public statewide for the purpose of reporting service or other deficiencies. Records of such reports and copies of written reports regarding service or other deficiencies shall be maintained for the life of the contract and for twelve (12) months after conclusion of the contract period. This record shall include the name and/or address of the complainant, the date and time received, the CA identification number, the nature of the complaint, the result of any investigation, the disposition of the complaint and the date of such disposition. Each signed letter of complaint shall be acknowledged in writing or by contact by a representative of the

provider. The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.

A complaint log compliant with the FCC reporting requirements shall be provided to the FPSC's contract manager in a timely manner for filing with the FCC.

#### **41. Charges for Incoming Calls**

The provider shall make no charge to the users for making calls (incoming) to the relay service.

#### **42. Billing Arrangements**

The provider shall bill for charges for collect calls, person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. The provider shall also arrange for billing to any industry standard local exchange or competitive local exchange company calling card. For calls billed by or on behalf of the provider, the bidder shall include a complete description of how users will be billed for all calls. This description shall include the bidder's procedures for obtaining billing information from the local exchange and competitive local exchange companies, whether the billing will be performed directly by the provider itself or contracted, specific credit cards or telephone calling cards to which calls can be billed, and a sample bill format. The bidder shall also explain how it will respond to customer inquiries about erroneous bills and how credits will be issued or refunds made.

#### **43. End User Billing for Intrastate Calls**

Intrastate toll calls placed through the relay system and billed by or on behalf of the provider shall be billed to the voice or TDD caller at 50 percent of the provider's rate for non-relay calls. An additional 10 percent discount (60 percent total discount) shall apply to calls to or from the dual-sensory impaired; the provider shall develop a system for identifying such users and applying the discount to their calls. Timing for timed intrastate call billing shall begin when the relay operator advises a party to proceed with the call and shall not include any initial time by the operator to explain how relay service works.

The bidder shall explain how its discount toll plan subscribers would be billed for relayed calls billed by or on behalf of the provider. For example, if a bidder offers a discount for over five hours of usage per month, the bidder should explain how a subscriber to that service would be billed for any relay calls made during the month.

The provider shall not charge the end user more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company. The provider can accomplish this by obtaining necessary billing information about the end user's local company in order to ensure that it does not bill in excess of those rates (e.g., extended area service calls, extended calling service calls, etc.).

In the alternative, the provider can collect necessary billing information and turn that billing information over to the end user's local company so that the end user's local company can

bill for relay calls under the local company's rates. If this alternative approach is taken, the provider shall submit the billing information to the local company in an industry standard format and the provider shall incur whatever costs are required to correctly format the billing information so that the local company can bill the calls.

Of the two approaches described above, the bidder should indicate how it will initially bill calls and the provider shall advise the FPSC's contract manager whenever it changes billing methodologies.

#### **44. Relaying Interstate and International Calls**

The provider shall be required to relay interstate and international calls that originate or terminate in Florida. The provider shall not include in its bill for Florida relay service any charges or time associated with interstate or international calls.

If relayed interstate or international calls are to be billed by the provider to the end user at a rate higher than the rate for a non-relay call, the provider shall quote the rate to the party to be billed before beginning the call. The bidder should indicate how its rate for interstate and international calls will compare to the rate for non-relay calls and whether any discounts or additional charges will apply to interstate and international relay calls.

#### **45. End User Selection of Carrier**

The provider shall allow a caller to select an available interexchange company other than the provider for completion of toll calls and billing purposes. The provider must meet current and subsequent requirements of the Network Interconnection Interoperability forum for handling end user requests for a carrier other than the provider. The bidder should include a copy of the current standard along with its proposal and the provider shall provide to the FPSC any subsequent updates in the standard as soon as they are adopted.

#### **46. Recipient of Toll Revenues**

The relay provider or its underlying telecommunications provider shall be allowed to retain the toll revenues for all long distance calls billed by or on behalf of the relay provider or its underlying telecommunications provider.

#### **47. Long Distance Call Billing**

Operator handled calls shall be carefully supervised and disconnects made promptly. A check of the timing clock shall be made at least once each twenty-four (24) hours to ensure that the clocks are synchronized and that the time is correct. Clock deviations shall not be in excess of 12 seconds. Bidders shall specify the record system for identifying and documenting long distance and toll calls for billing purposes. The record shall contain, at a minimum, the following information:

- a. Telephone number or credit card number to be billed (NPA-prefix-line number)



- b. Originating and terminating telephone number (NPA-prefix-line number)
- c. Originating and terminating exchange name
- d. Date
- e. Start time
- f. Call duration to the full second (the time in between start time and end time)

Long distance calls billed to subscribers shall be listed chronologically and reflect the connect time of such calls based on the appropriate time zone. Bidders shall also fully describe the billing system and billing process that will be used, including identification of any subcontractors, specific duties of the subcontractors, and how the billing record detail will be transmitted to the billing agent (if any).

#### **48. Special Needs**

The provider is not required to provide Special Needs services. However, consideration will be given for additional evaluation points for proposals that include Special Need services (beyond any other services for basic relay described elsewhere in their RFP) as a part of the basic relay service.

Special Needs is defined as limiting factors of a physical or literacy nature that preclude a person who is hearing, speech or dual-sensory (both hearing and visually impaired) disabled from using basic relay service. Special Needs includes: (1) physical limitations, either temporary or permanent, which preclude use of a TDD with or without adaptations for persons with manual dexterity limitations (e.g., paralysis, severe arthritis, broken fingers) and (2) markedly limited ability either to read or write English or Spanish which precludes the user from being able to use the relay service. (It should be understood that relay service does not include translation from one language to another for the Special Needs population or for any other consumers). Special Needs does not include: (1) unavailability of telephone service at the caller's home or business, (2) inability to communicate in either English or Spanish (i.e., where caller can only communicate in a language other than English or Spanish), or (3) handling complex calls (e.g., intervening in a call with a doctor to explain a medical procedure).

The bidder shall describe what steps will be taken to provide telecommunications assistance to persons with hearing, speech and dual-sensory impairments who have special needs. This description shall include the types of services that would be provided, the prices to end users (if any) for those services, how those services would operationally be provided, how parties other than the provider would be involved in providing Special Needs services and how the provider would assure that those parties would fulfill their portion of the service obligation.

#### **49. Unsolicited Features in Basic Relay Service**

The bidder will not be required to provide unsolicited features in its basic relay service. However, consideration will be given for additional evaluation points for proposals that include

unsolicited features. The cost to the state for these unsolicited features must be included within the basic relay service price proposal.

Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose should be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature and any other information which would allow the FPSC and PRC to evaluate the feature. Examples might include features such as: video interpreting; use of speech synthesis equipment instead of a CA to convert text to speech; use of voice recognition equipment instead of a CA to convert speech to text; or enhanced transmission speed.

#### **50. IP and Video Relay Service**

If required by the FCC, the bidder shall be capable of providing Video Relay Service. If required by the FCC, the bidder shall be capable of providing IP-Relay service.

#### **51. Redundancy**

Please provide information regarding redundant coverage offered nationally, such as the number of call centers.

#### **52. Performance Bond**

The provider will be required to furnish an acceptable performance bond, certified or cashiers check, or bank money order equal to the estimated total first year price of the contract. The bond may be renewed annually and shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract or upon request of the FPSC's contract manager.

To be acceptable to the FPSC as surety for performance bonds, a surety company shall comply with the following provisions:

- a. The surety company shall be admitted to do business in the state of Florida.
- b. The surety company shall have been in business and have a record of successful continuous operations for at least five (5) years.
- c. The surety company shall have minimum Best's Policy Holder Rating of A and Required Financial Rating of VIII from Best's Key Rating Guide.
- d. A Florida Licensed Resident agent who holds a current Power of Attorney from the surety company issuing the bond shall sign all bonds.

#### **53. Submission of Monthly Invoice**

By the 14<sup>th</sup> calendar day of the month (or the subsequent business day if the 14<sup>th</sup> falls on a Saturday, Sunday, or holiday), the provider shall submit a detailed invoice (showing billable

minutes and rates) to the Administrator [defined in Section 427.703(1)] at the contracted price for the previous month's activity. The accounting period used to prepare monthly invoices shall be the calendar month. Payment shall not exceed the prices contained in the contract. The invoice and supporting documentation shall be prepared in such a way as to allow the Administrator or the FPSC to audit the invoice. A copy of the monthly invoice shall be submitted to the contract manager at the same time it is submitted to the Administrator.

#### **54. Travel**

The provider will not be entitled to a separate payment from the FPSC or the Administrator for any travel expenses which occurs as a result of this contract.

#### **55. Reporting Requirements**

The provider shall provide to the contract manager and the Administrator the following written reports by the 25<sup>th</sup> calendar day of each month reporting data for the previous month. More frequent or more detailed reports shall also be provided upon request.

a. Total daily and monthly

- (1) Number of incoming calls (separately stating whether incoming calls originate as Baudot, ASCII or voice calls, and also separately stating whether each type of call is English, Spanish, or other foreign language calls). The number of incoming calls which are general assistance calls shall be footnoted on the report.
- (2) Number of incoming call minutes associated with each of the categories of incoming calls in (a.1) above.
- (3) Number of outgoing calls (provide two breakdowns of this total: one separately stating completed calls and incomplete calls, and one separately stating whether calls terminate as Baudot, ASCII or voice calls).
- (4) Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total should equal the number of incoming calls in item (a.1) above.

b. Average daily and monthly blockage rate.

c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.

d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:

- (1) 0 – 10 minutes
- (2) >10 – 20 minutes

- (3) >20 – 30 minutes
- (4) > 30 – 40 minutes
- (5) > 40 – 50 minutes
- (6) > 50 – 60 minutes
- (7) > 60+ minutes

e. On a daily basis for the month, number of outgoing calls and average length of calls by hour of day. (Total should equal total of (a.3).)

f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of (a.3).)

g. Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total of (a.3).)

h. The provider shall provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. The provider shall also provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with §64.604(c)(ii), Code of Federal Regulations by June 15 covering the previous 12 months of complaints ending May 31 of that year.

i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.

j. The provider shall report monthly on new subcontractors being used to assist in providing relay service and shall identify the scope of their role in the process and the relationship of the subcontractor to the provider.

k. By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the Commission for the upcoming fiscal year (July 1 – June 30).

l. The provider shall report monthly on Captioned Telephone or its equivalent service listing the daily answer time, minutes of use for international, interstate, and intrastate; billable session minutes and service levels.

m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 C.F.R § 64.605 when required.

n. The provider shall provide reports to the FPSC as necessary to complete the five-year re-certification of Florida Relay Service with the FCC.

- o. A provider opting to locate a call center in Florida shall file quarterly reports with the FPSC's contract manager demonstrating a minimum of 75 percent of Florida relay traffic is handled by the Florida located center except when emergency conditions exist at the Florida center.

The bidder shall include information on its capability and willingness to provide ad hoc reports including new information in the bidder's database or new formats for existing information.

#### **56. Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract**

Implementation of the Florida Relay Service in a timely matter is essential. Failure by the provider to implement the service by June 1, 2012, shall be considered a significant and material breach of the provider's commitment. For every day the service is delayed, the provider shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000 per day.

Liquidated damages shall accrue up to the following amounts per day for each violation.

- a. For failure to meet answer time requirements - \$5,000
- b. For failure to meet, blockage rate or transmission level requirement - \$5,000
- c. For failure to meet complaint resolution requirement - \$1,000
- d. For failure to provide timely reports - \$500
- e. For failure to provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the provider of liquidated damages in the amount commensurate with the duration and extent of the system deficiencies.

Any liquidated damages may be paid by means of the Administrator deducting the amount of the liquidated damage from a monthly payment to the provider. Such action shall only occur upon order of the FPSC.

#### **57. Transfer to New Provider**

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with the new provider paying any costs associated with transferring the numbers to the new provider. Provision of customer profile data to the incoming provider shall be provided at least sixty (60) days prior to the outgoing provider's last day of service.

### **58. Insurance Coverage**

During the term of the contract, the provider shall provide insurance coverage for itself and all of its employees used in connection with the performance of services under this Agreement and ensure that all subcontractors shall be similarly covered as provided herein. Such policies shall be issued by a financially sound carrier and/or carriers duly authorized to do business in the State of Florida. Such insurance coverage shall hold the FPSC harmless from any act, negligence or omission on the part of provider, its employees, agents or subcontractors and their employees in the execution or performance of the obligations assumed hereunder. This insurance will include Worker's Compensation as required by law and comprehensive general liability and bodily injury insurance in amounts no less than \$1,000,000 per occurrence and \$2,000,000 general aggregate.

### **59. Optional Florida Call Center**

Bidders may, at their option, elect to place a call center in Florida through which relay traffic may be routed. Bidders proposing an optional call center shall maintain the call center throughout the term of the contract. A minimum of 75 percent of Florida relay traffic shall be handled by the Florida located center except when emergency conditions exist at the Florida center. Percentage of traffic routed through the Florida relay call center shall be reported to the FPSC's contract manager on a quarterly basis. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

## **C. TECHNICAL BID PROPOSAL FORMAT**

### **1. Format**

The bidder's proposal should be organized in the same order as the items listed in the checklist form in Section E except Signature of Acceptance items require no response other than a signature on the checklist. Signing means that the item has been reviewed and the bidder agrees to comply with the item. The person signing should be the person in the bidder's organization authorized to make the proposal. For items for which points may be awarded, the bidder should explain how it will provide the service described in the RFP. For pass/fail items, the bidder should provide the information requested.

a. The original and fifteen (15) two-sided copies of the technical proposal should be filed. The original and five (5) copies of the Price proposal should be filed.

b. The technical proposal should be contained in a three-ring binder indicating the name of the bidder and indicating that the contents of the binder is the technical bid proposal only. (The price proposal shall be submitted in a separate sealed envelope – see Section D.)

c. Each page of the technical proposal should be numbered at the bottom center of each page and each page should be consecutively numbered with no repetition of page numbers, except attachments that can be numbered A-1, B-1, etc. For example, there should only be one page 1, one page 50 and one page 500 in the technical proposal. Page numbering should only be done in Arabic numerals with no pages numbered with other characters such as 5.7, iii, 6-a, XIX, or similar numbering systems, except attachments as described above.

d. In the top or bottom margin of each page, the name of the company should be identified.

e. To the extent possible, all pages of the proposal should be on 8½ x 11" white paper. However, individual presentations which the bidder is unable to place on an 8½" x 11" page in a readable format may be presented on a larger page.

### **2. Transmittal Letter**

The transmittal letter on the original of the technical proposal should contain the original manual signature of the person submitting the proposal on behalf of the bidder. The technical proposal copies should also contain the typewritten signer's name and title. The transmittal letter shall clearly identify the complete legal name of the bidder. In the transmittal letter, the bidder should state that it will comply with all requirements of the RFP. Any exceptions to the RFP's terms and conditions will result in disqualification from the bid process.

Each person signing a proposal certifies that he/she is the person in the bidder's organization authorized to make the proposal. The signer shall provide his/her affiliation with

the bidder, address, telephone and facsimile numbers. If different from the person signing the proposal, the transmittal letter shall identify the person or persons (name, title, mailing address, e-mail address, telephone and facsimile number) authorized to make decisions or answer questions related to the proposal and any subsequent contract.

### **3. Public Entity Crimes Provision**

Pursuant to Section 287.133, Florida Statutes, a person or affiliate who is on the convicted vendor list following a conviction for a public crime may not submit a bid on a contract to provide any goods or services to a public entity. The person or affiliate may not be awarded a contract or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity and may not transact business with any public entity in excess of the threshold amount provided for in Florida Statute 287.017 for Category Two (\$11,000) for a period of 36 months from the date of being placed on the convicted vendor list.

### **4. Financial Information**

To allow the FPSC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company (and its parent company, if applicable):

- a. Audited financial statements (or a SEC 10K Report) for the most recent two (2) years, including at a minimum:
  - (1) statement of income and related earnings,
  - (2) cash flow statement,
  - (3) balance sheet, and,
  - (4) opinion concerning financial statements from an outside CPA;
- b. Primary Banking source letter of reference.

### **5. Experience and Customer References**

For each state in which the bidder is providing relay service, the bidder shall indicate:

- a. When the bidder began operating the system.
- b. The number of outgoing calls for the most recent month.
- c. The total duration of the contract.

If the bidder's relay service in other states is available for testing by means of a number that can be dialed from within Florida, the bidder should provide the telephone numbers that can be used to dial the bidder's relay service.



The bidder shall provide the names of the contract administrator for the active contracts requested above. Also provide a specific phone number and e-mail address for each contract administrator. The FPSC will contact these administrators for customer references.

#### **6. Subcontractors**

If the bidder proposes to use subcontractors, the bidder shall identify those subcontractors and indicate the scope of their role in the provision of relay service. The bidder should also indicate what experience the subcontractor has in providing the service for which it would contract with the provider.

#### **7. Bid Security Deposit**

A \$500,000 bid security deposit shall be furnished to the FPSC with the original of the proposal. The bid security deposit shall be in the form of a bond, a certified or cashier's check, or bank money order that is valid through at least May 15, 2012, and is payable to the Florida Telecommunications Relay, Inc. The bid security deposit will be held without cashing.

If a bond is used, the bond shall be issued from a reliable surety company acceptable to the FPSC, licensed to do business in the state of Florida and shall be signed by a Florida licensed Resident Agent. Such a bond shall be accompanied by a duly authenticated Power of Attorney evidencing that the person executing the bond on behalf of the surety had the authority to do so on the date of the bond. Please clearly identify the expiration date of the bond, if a bond is submitted as the bid security instrument.

The unsuccessful bidders' security deposits shall be returned, without interest, within thirty (30) days after disqualification, withdrawal, or signing of the contract with the successful bidder. The successful bidder's bid security shall be returned, without interest, upon signing of the contract and furnishing the Performance Bond as specified herein. If the successful bidder fails to sign a contract within thirty (30) days after the Letter of Intent or fails to deliver the Performance Bond as specified herein, the bid security shall be forfeited to the Florida Telecommunications Access System Fund.

#### **8. Check List of Proposal Content**

As a part of the bidder's proposal, the transmittal letter should be followed by the evaluation checklist in Section E. In the blank beside each item on the checklist, except items requiring a Signature of Acceptance, the company contact person who is responsible for the proposal and any subsequent contract and who signs the transmittal letter should initial (not check) each item in the check list which is contained within the proposal. The person initialing the checklist should ensure that each item in the checklist is also contained in its proposal and in the same order as the item appears in the checklist. The bidder should also indicate beside each item in the checklist the page number in its proposal where the item in the checklist can be found.

For items requiring a Signature of Acceptance, the same person should sign each item indicating that the item has been reviewed and the bidder agrees to comply with the item.

**D. THE PRICE PROPOSAL FORMAT**

Bidders shall submit their bids on the basis of a charge per billable minute for all services described with the exception of Captioned Telephone in item B.22. The prices per billable minute for Captioned Telephone in B.22 shall be separately stated. A format similar to that shown below should be used for the price proposal.

**NOTE: THE PRICE PROPOSAL SHALL BE FILED IN A SEPARATE SEALED ENVELOPE MARKED: "SEALED – TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER"**

**SERVICE PRICE PER BILLABLE MINUTE**

**1. Basic Relay Service**

Bid price should be on a flat rate basis per billable minute for all billable minutes and not vary depending upon the volume of traffic. Existing contract price for intrastate basic relay service is \$0.89 per session minute.

**2. Captioned Telephone**

Bid price should be on a rate per billable minute for all billable minutes and may vary depending upon the volume of traffic. Existing contract price for intrastate captioned telephone service is \$1.54 per session minute.

**E. THE EVALUATION METHOD TO BE USED AND FILING CHECK LIST**

Technical proposals will be evaluated using a pass or fail criteria for some elements, a point rating criteria for some elements, and a signature of acceptance for some elements. The PRC Chairperson reserves, at his discretion, the right to notify and allow a bidder a minimum time period to cure minor irregularities in items rated on a pass/fail basis. Failure to cure such minor irregularities may result in elimination of the proposal from further evaluation. For items that are rated on a point basis, each member of the PRC will rate each item giving it a rating of between zero and the maximum point rating shown on the check list on the following pages with the exception of checklist item number 63 (RFP ref. B59).

The technical ratings will be based on the PRC member's evaluation of the evaluated item using the following scale.

Where maximum points equals	Poor	Fair	Good	Excellent
10	0-2.5	2.6-5.0	5.1-7.5	7.6-10
25	0-6.3	6.4-12.5	12.6-18.8	18.9-25
50	0-12.5	12.6-25	25.1-37.5	37.6-50
75	0-18.8	18.9-37.5	37.6-56.3	56.4-75
100	0-25	26-50	51-75	76-100
200	0-50	51-100	101-150	151-200

Total points from each PRC evaluator on the technical proposal will be added together for a total technical score. Proposals that do not receive at least 75% of the total available technical points in aggregate to achieve a level of Excellent, will be eliminated from further evaluation and the bidder's price proposal will not be considered. The technical score totals for each bidder will be compared by using the point total for the bidder with the highest point total as the denominator of a fraction with each bidder's individual point total as the numerator. Each bidder's percentage will then be multiplied by 50% to arrive at the weighted score for each bidder's technical proposal. Next, a weighted score for each eligible bidder's price proposal shall be calculated as follows. Each eligible bidder's price will be compared by using the lowest eligible bidder's bid price for basic relay service as the numerator of a fraction with each eligible bidder's price as the denominator. Each eligible bidder's percentage will then be multiplied by 26.7% to arrive at the weighted percentage score for each eligible bidder's price proposal. The same procedure will be used to evaluate Captioned Telephone or its equivalent service using 23.3% to arrive at the weighted percentage score.

Each eligible bidder's weighted percentage score for its technical proposal and for its price proposal will be added together and the eligible bidder with the highest total will be recommended by the PRC to the FPSC. However, the FPSC reserves the right to reject the PRC's recommendation, and reject all bids.

#### **Evaluation Example**

The following is an example of how the PRC would evaluate the bidders if the total technical points available equal 7,500. The numbers used are strictly for illustrative purposes and not intended to provide any guidance in terms of what the FPSC anticipates the price, price relationships, or usage levels to be.

#### **Assumptions:**

- a) Sum of total technical points by all evaluators:
  - Bidder A (7,500 points) –  $7,500/7,500 = 1.000 \times 50\% = .5000$
  - Bidder B (7,000 points) –  $7,000/7,500 = .9333 \times 50\% = .4667$
  - Bidder C (5,500 points) –  $5,500/7,500 = .7333 \times 50\% = .3667$

In the example above, Bidder C failed to obtain a score equal to 75% of the total technical points available and as a result, Bidder C's price proposal would not be considered.

- b) Bidders' price proposals for basic relay service:
  - Bidder A - \$.55 per billable minute
  - Bidder B - \$.60 per billable minute
- c) Bidders' price proposals for Captioned Telephone service:
  - Bidder A - \$1.00 per billable minute
  - Bidder B - \$1.20 per billable minute

The technical evaluation is as follows:

Bidder A (7,500 points) – 7,500/7,500 = 1.000 x 50% = .5000  
Bidder B (7,000 points) – 7,000/7,500 = .9333 x 50% = .4667

The price evaluation for TRS is as follows:

Bidder A (\$.55 per billable minute) - \$.55/\$.55 = 1.000 x 26.7% = .2670  
Bidder B (\$.60 per billable minute) - \$.55/\$.60 = .9167 x 26.7% = .2448

The price evaluation for Captioned Telephone (CT) service is as follows:

Bidder A – (\$1.00 per billable minute) - \$1.00/\$1.00 = 1.000 x 23.3% = .2330  
Bidder B – (\$1.20 per billable minute) - \$1.00/\$1.20 = .8333 x 23.3% = .1942

The total is calculated as follows:

Bidder A - .5000 (technical) + .2670 (price TRS) + .2330 (price CT) = 1.000  
Bidder B - .4667 (technical) + .2448 (price TRS) + .1942 (price CT) = .9057

**FILING CHECK LIST**

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
1.		Format (RFP ref. Section C-1 and D)	N/A	N/A
2.		Transmittal Letter, Address, contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements (RFP ref. C-2)		P/F
3.		Check List (RFP ref. C-8 and E)		P/F
4.	NA	FCC Authority to Provide Relay Services (RFP ref. A-5)	Signature of Acceptance:	
5.	NA	Conflict of Interest (RFP ref. A-25) – State Name(s) or None Below Name(s) Disclosed:	Signature of Acceptance:	
6.		Commencement Date (RFP ref. B-2)		P/F
7.	NA	Term of Contract (RFP ref. B-3)	Signature of Acceptance:	
8.	NA	Scope of Service (RFP ref. B-4)	Signature of Acceptance:	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
9.	<u>NA</u>	Access Numbers (RFP ref. B-5)	<u>Signature of Acceptance:</u>	
10.	<u>NA</u>	Availability of System to Users (RFP ref. B-6)	<u>Signature of Acceptance:</u>	
11.		Minimum CA Qualifications and Testing (RFP ref. B-7)		100
12.		CA Training (RFP ref. B-8)		100
13.		Staff Training (RFP ref. B-9)		100
14.		Counseling of CAs and Staff (RFP ref. B-10)		25
15.		Procedures for Relaying Communications (RFP ref. B-11)		100
16.	<u>NA</u>	Languages Served (RFP ref. B-12)	<u>Signature of Acceptance:</u>	
17.		Additional Languages Served (RFP ref. B-13)		25
18.	<u>NA</u>	Shift Advisor/ Consultant (RFP ref. B-14)	<u>Signature of Acceptance:</u>	
19.	<u>NA</u>	Confidentiality of Calls (RFP ref. B-15)	<u>Signature of Acceptance:</u>	

Video Relay Service  
Section E

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
20.	NA	Types of Calls to be Provided (RFP ref. B-16)	Signature of Acceptance: _____	_____
21.	_____	Call Release Functionality (RFP ref. B-17)	_____	50
22.	_____	Speed Dialing (RFP ref. B-18)	_____	50
23.	_____	Three-Way Calling Functionality (RFP ref. B-19)	_____	50
24.	_____	Voice Mail and Interactive Menus (RFP ref. B-20)	_____	50
25.	_____	Voice and Hearing Carry-Over (RFP ref. B-21)	_____	100
26.	_____	Captioned Telephone Voice Carry-Over (RFP ref. B-22)	_____	100
27.	_____	Turbocode™ (RFP ref. B-23)	_____	100
28.	_____	Speech to Speech (RFP ref. B-24)	_____	100
29.	_____	Access to Pay Per Call Services (RFP ref. B-25)	_____	100
30.	_____	Caller ID (RFP ref. B-26)	_____	100
31.	_____	Last Number Redial (RFP ref. B-27)	_____	25
32.	_____	Obscenity Directed at the Operator (RFP ref. B-28)	_____	25
33.	_____	Emergency Calls (RFP ref. B-29)	_____	100
34.	_____	Blockage (RFP ref. B-30)	_____	200



Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or Maximum Points
35.	_____	Answer Time (RFP ref. B-31)	_____	200
36.	<u>NA</u>	Equipment Compatibility (RFP ref. B-32)	<u>Signature of Acceptance:</u> _____	
37.	<u>NA</u>	Transmission Levels (RFP ref. B-33)	<u>Signature of Acceptance:</u> _____	
38.	<u>NA</u>	Measuring Equipment Accuracy (RFP ref. B-34)	<u>Signature of Acceptance:</u> _____	
39.	_____	Emergency Operations and Uninterruptible Power (RFP ref. B-35)	_____	100
40.	_____	Intercept Messages (RFP ref. B-36)	_____	P/F
41.	_____	Service Expansion (RFP ref. B-37)	_____	50
42.	<u>NA</u>	New Technology (RFP ref. B-38)	<u>Signature of Acceptance:</u> _____	
43.	_____	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-39)	_____	100
44.	_____	Complaint Resolution (RFP ref. B-40)	_____	200

Video Relay Service  
Section E

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or Maximum Points
45.	<u>NA</u>	Charges for Incoming Calls (RFP ref. B-41)	<u>Signature of Acceptance:</u>	
46.	_____	Billing Arrangements (RFP ref. B-42)	_____	50
47.	_____	End User Billing for Intrastate Calls (RFP ref. B-43)	_____	50
48.	_____	Relaying Interstate and International Calls (RFP ref. B-44)	_____	50
49.	_____	End User Selection of Carrier (RFP ref. B-45)	_____	50
50.	<u>NA</u>	Recipient of toll revenues (RFP ref. B-46)	<u>Signature of Acceptance:</u>	
51.	_____	Long Distance Call Billing (RFP ref. B-47)	_____	50
52.	_____	Special Needs (RFP ref. B-48)	_____	25
53.	_____	Unsolicited Features in Basic Relay Service (RFP ref. B-49)	_____	200
54.	_____	IP and Video Relay Service (RFP ref. B-50)	_____	Optional 0 Points
55.	_____	Redundancy (RFP ref. B-51)	_____	Optional 0 Points
56.	<u>NA</u>	Performance Bond (RFP ref. B-52)	<u>Signature of Acceptance:</u>	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or <u>Maximum</u> Points
57.	<u>NA</u>	Submission of Monthly Invoice (RFP ref. B-53)	<u>Signature of Acceptance:</u>	
58.	<u>NA</u>	Travel (RFP ref. B-54)	<u>Signature of Acceptance:</u>	
59.		Reporting Requirements (RFP ref. B-55)		50
60.	<u>NA</u>	Liquidated Damages (RFP ref. B-56)	<u>Signature of Acceptance:</u>	
61.	<u>NA</u>	Transfer to New Provider (RFP ref. B-57)	<u>Signature of Acceptance:</u>	
62.	<u>NA</u>	Insurance Coverage (RFP ref. B-58)	<u>Signature of Acceptance:</u>	
63.		Optional Florida Call Center (RFP ref. B-59)		100
64.	<u>NA</u>	Public Entity Crimes (RFP ref. C-3)	<u>Signature of Acceptance:</u>	
65.		Financial Information (RFP ref. C-4)		P/F

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
66.	_____	Experience and Customer References (RFP ref. C-5)	_____	200
67.	_____	Subcontractors (RFP ref. C-6)	_____	50
68.	_____	Bid Security Deposit (RFP ref. C-7)	_____	P/F
69.	_____	PRICE PROPOSAL (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed – To Be Opened Only By the FPSC Proposal Opening Officer."	_____	See RFP Sec. D & E.
70.		MAXIMUM TOTAL POINTS	_____	3,125

TABLE 1.

INTRASTATE BILLABLE MINUTES (October 2010 – September 2011)

MONTHLY INVOICE	TOTAL SESSION MINUTES TRS Intrastate Minutes	TOTAL SESSION MINUTES Intrastate Captioned Telephone Service
October 2010	231,380	190,905
November 2010	223,634	195,185
December 2010	222,683	208,305
January 2011	230,594	209,579
February 2011	209,798	175,496
March 2011	225,243	194,290
April 2011	201,722	185,850
May 2011	197,966	178,892
June 2011	203,147	181,585
July 2011	211,598	171,787
August 2011	208,530	177,886
September 2011	186,304	165,798

TABLE 2.

**BILLABLE MINUTES (INTRASTATE AND INTERSTATE)**

MONTH & YEAR	*TOTAL SESSION MINUTES	*TOTAL SESSION MINUTES	TOTAL SESSION MINUTES	*TOTAL SESSION MINUTES
	TRS MINUTES	STS	SPANISH	Captioned Telephone Service
Oct 2010	271,188	1,885	13,879	284,729
Nov 2010	260,012	1,447	13,960	288,580
Dec 2010	258,362	2,580	11,762	312,709
Jan 2011	267,121	1,926	12,617	315,598
Feb 2011	245,510	3,174	10,872	265,203
Mar 2011	262,117	3,924	11,140	294,072
Apr 2011	237,815	2,695	8,849	279,033
May 2011	229,164	3,277	10,395	178,892
Jun 2011	234,144	1,147	9,900	273,902
Jul 2011	246,147	820	11,308	269,592
Aug 2011	244,266	2,076	11,379	253,391
Sep 2011	215,588	2,289	11,933	242,440

\*MONTHLY INVOICE

## **Appendix M – Florida Relay Surcharge Rate Order**

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for submission of proposals for relay service, beginning in June 2005, for the hearing and speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

DOCKET NO. 040763-TP  
ORDER NO. PSC-12-0257-PAA-TP  
ISSUED: May 25, 2012

The following Commissioners participated in the disposition of this matter:

RONALD A. BRISÉ, Chairman  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

NOTICE OF PROPOSED AGENCY ACTION  
ORDER APPROVING FTRI'S 2012-2013 BUDGET AND  
MAINTAINING \$0.11 SURCHARGE, PER MONTH  
FOR TELECOMMUNICATIONS RELAY SERVICES SURCHARGE

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

I. Background

The Florida Relay System (FRS) provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized communications assistance operator (CA) that relays information between the deaf or hard of hearing person and the other party of the call. The primary function of the FRS is accomplished by the deaf or hard of hearing person using a Telecommunications Device for the Deaf (TDD) which has a keyboard and screen. The person using the TDD types a message to the CA who in turn voices the message to the other party. The reverse of this process completes messages to the deaf or hard of hearing person. This is how the term "relay" originated.

The Telecommunications Access System Act of 1991 (TASA) established a statewide telecommunications relay system and became effective May 24, 1991. TASA is authorized



under Chapter 427, Florida Statutes. Section 427.701(1), Florida Statutes, provides that we establish, implement, promote, and oversee the administration of the statewide telecommunications access system to provide access to telecommunications relay services by persons who are deaf, hard of hearing, or speech impaired, or others who communicate with them. It is estimated that 3 million of the estimated 18.8 million persons living in Florida have been diagnosed as having hearing loss. This system provides telecommunications service for deaf or hard of hearing persons functionally equivalent to the service provided to hearing persons. TASA provides funding for the distribution of specialized telecommunications devices and provision of intrastate relay service through the imposition of a surcharge of up to \$0.25 per landline access line per month. Accounts with over 25 access lines are billed for only 25 lines. Florida law does not allow a telecommunications relay service (TRS) surcharge on VoIP or wireless provider lines as the federal TRS program does. Pursuant to Section 427.704(4)(a)1, Florida Statutes, a surcharge is collected only from landline access lines.<sup>1</sup>

We selected Florida Telecommunications Relay, Inc. (FTRI), a non-profit corporation formed by the local exchange telephone companies (LEC), to serve as the TASA administrator. On July 1, 1991, the LECs began collecting an initial \$0.05 per access line surcharge pursuant to Order No. 24581. Since that time, the surcharge has changed to reflect budgetary needs, but has been maintained at \$0.11 per month since June 2007.

On November 3, 2010, the Federal Communications Commission (FCC) released a Public Notice<sup>2</sup> seeking comment on issues related to the FCC's implementation of the requirement for a National Deaf-Blind Equipment Distribution Program (NDBEDP), as set forth in the Twenty-First Century Communications and Video Accessibility Act of 2010 (Accessibility Act).<sup>3</sup> The Accessibility Act authorizes the FCC to allocate \$10 million annually from the Interstate TRS Fund for this nationwide equipment distribution effort. On December 15, 2010, we responded to the Public Notice with comments and recommended that FTRI become the Florida Distributor for Equipment provided through the NDBEDP.

On April 6, 2011, the FCC released Order FCC 11-56 formally establishing the NDBEDP to distribute specialized customer premises equipment to low-income individuals who are deaf-blind. The Order indicated the initial allocation of NDBEDP grant money for Florida would be

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<sup>1</sup> Florida Telecommunications Relay, Inc. projects another decrease in landline access lines subject to the relay surcharge for the budget year 2011-2012. In addition, with the redefinition of basic local service passed by the Legislature in 2009, some competitive local exchange companies are not collecting or paying the relay surcharges on what they now consider is a non-basic line.

<sup>2</sup> CG Docket No. 10-210, Released November 3, 2010, Consumer and Governmental Affairs Bureau seeks comment on implementation of requirement to define programs for distribution of specialized customer premises equipment used by individuals who are deaf-blind.

<sup>3</sup> The Accessibility Act requires the FCC to take measures to ensure that people with disabilities have access to emerging communications technologies in the 21st Century. Section 105 of this law directs the FCC to establish rules that define as eligible for relay service support those programs approved by the FCC for the distribution of specialized customer premises equipment designed to make telecommunications service, Internet access service, and advanced communications, including interexchange services and advanced telecommunications and information services, accessible by low income individuals who are deaf-blind.

\$458,832 per year. On November 15, 2011, FTRI submitted its application to the FCC to become the Florida Distributor for the Deaf-Blind Equipment supplied through the Federal program. FTRI is now awaiting formal approval from the FCC to become the distributor for the NDBEDP.

FTRI included revenue and expense amounts for the NDBEDP in its 2012-2013 proposed budget. Including the NDBEDP dollars in the FTRI budget produces a net effect of zero. All expenses incurred by FTRI as the administrator of the NDBEDP would be reimbursed through grant money from the Federal program.<sup>4</sup> Should FTRI not be rewarded the NDBEDP program grant money as Florida administrator of the NDBEDP, there would be no revenue or expense affect for the NDBEDP in FTRI's budget.

We are vested with jurisdiction over these matters pursuant to Chapter 427, Florida Statutes.

## II. Analysis

As shown in Table A, minutes of use for traditional TRS has been declining. AT&T, Florida's new relay provider as of June 1, 2012, projects that the traditional TRS minutes will continue to decline. Traditional relay users are transitioning to the more efficient technologies of IP Relay,<sup>5</sup> Video Relay Service<sup>6</sup> (VRS), CapTel captioning service, IP Captioned Telephone Service<sup>7</sup> (IP CTS), IP Speech to Speech service<sup>8</sup> (IP STS), and Blackberry or Palm wireless devices.

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<sup>4</sup> Section 427.705(5)(c), Florida Statutes, provides that the administrator of the relay system may apply for, contract for, receive, and expend for the purposes of this part any appropriation, grant, gift, or donation from the Federal Government or any other public or private source.

<sup>5</sup> IP Relay allows people who have difficulty hearing or speaking to communicate through an Internet connection using a computer and the Internet, rather than a TTY and a telephone.

<sup>6</sup> Video Relay Service is a form of Telecommunications Relay Service that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator so that the VRS user and the operator can see and communicate with each other in signed conversation. Because the conversation between the VRS user and the operator flows much more quickly than with a text-based TRS call, VRS has become a popular form of TRS.

<sup>7</sup> IP captioned telephone service allows the user to simultaneously listen to, and read the text of, what the other party in a telephone conversation has said, where the connection carrying the captions between the service and the user is via an IP addressed and routed link.

<sup>8</sup> Speech to Speech relay service utilizes a specially trained CA who understands the speech patterns of persons with speech disabilities and can repeat the words spoken by such an individual to the other party to the call. IP STS uses the Internet, rather than the public switched telephone network, to connect the consumer to the relay provider. Instead of using a standard telephone to make the relay call, an IP STS user can use a personal computer or personal digital assistant (PDA) device and, with the installation of softphone application software, can make a voice call via the Internet to the relay provider. The call is initiated by the user clicking on an icon on his or her computer or PDA; the relay user is then connected to a CA over the Internet and tells the CA the number to be dialed; the CA then connects the IP STS user with the called party and relays the call between the two parties.

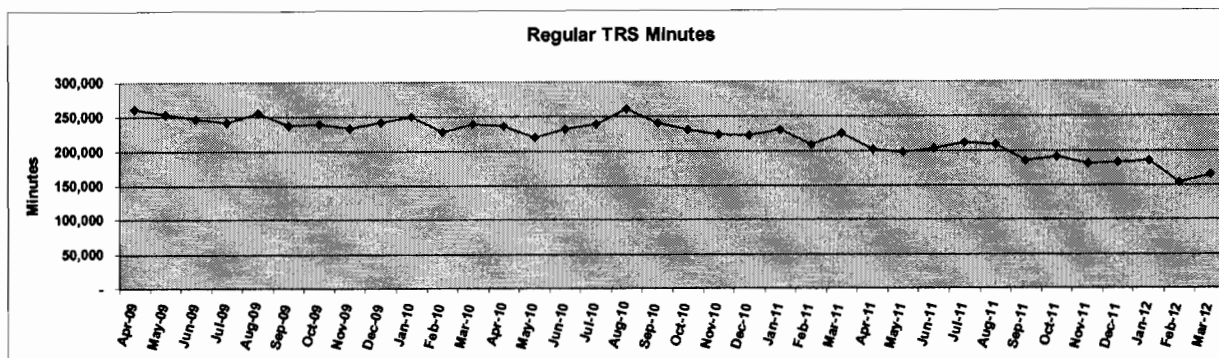


Table A – Florida Traditional TRS Minutes April 2009 – March 2012

CapTel Service

CapTel service uses a specialized telephone that provides captioning of the incoming call for a deaf or hard of hearing person. AT&T projections show that the CapTel minutes of use will slightly increase for the 2012-2013 fiscal year. The CapTel cost as approved in the AT&T contract will be \$1.47 per minute effective June 1, 2012, versus the current CapTel rate of \$1.54 per minute. Table B shows the historical CapTel minutes of use from April 2009 through March 2012.

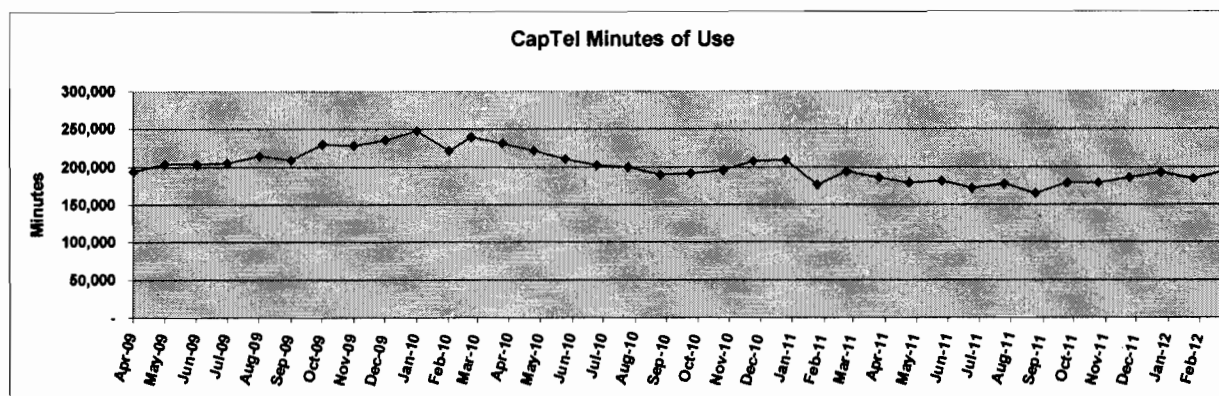


Table B – CapTel minutes of use April 2009 – March 2012

FTRI Budget

The FTRI 2012-2013 fiscal-year budget was reviewed and approved by the FTRI Board of Directors on March 26, 2012, prior to the filing of its budget with the FPSC. The proposed budget includes a decrease in expenses of approximately \$1,975,415 from the 2011-2012 Commission-approved budget, and \$34,129 decrease from the 2011-2012 estimated expenses.<sup>9</sup> The 2012-2013 FTRI budget projects total revenues to be \$9,471,687 and total expenses to be

<sup>9</sup> These figures do not include the NDBEDP expenses since they are totally reimbursed by grants, or the \$92,847 decrease to the Relay Provider account.

\$11,818,260. FTRI believes that the TRS surcharge can remain at \$0.11 per access line for the 2012-2013 fiscal year, with its estimated revenue shortfall of \$2,346,573<sup>10</sup> being covered through the reserve account.<sup>11</sup>

Initially, FTRI estimated traditional TRS and CapTel minutes of use projections for the 2012-2013 FTRI budget period. Subsequent to the submittal of FTRI's budget, the FPSC consummated the contract with AT&T Relay, and AT&T Relay submitted its estimate of traditional TRS and CapTel minutes for the 2012-2013 budget year. AT&T's estimated annual CapTel minutes of use are 2,152,973 at a rate of \$1.47 per minute for a total of \$3,164,870. AT&T's estimated annual traditional TRS minutes of use are 2,152,973 at a rate of \$0.76 per minute for a total of \$1,626,766. (See Attachment B) AT&T's estimate to provide traditional TRS and CapTel is \$92,847 less than FTRI's initial projection. AT&T's projection of minutes for the 2012-2013 FTRI budget year were used.

### III. Decision

We have reviewed FTRI's 2012-2013 fiscal year budget request and believe it is reasonable after an adjustment for Relay Provider Services. The current TRS surcharge of \$0.11 should meet FTRI's budget needs for the 2012-2013 fiscal year. Therefore, FTRI's proposed budget operating revenue of \$9,471,687 is approved, and revised budget expenses of \$11,725,413 for the fiscal year 2012-2013, effective July 1, 2012 is approved. The TRS surcharge will be maintained at \$0.11 per month for the fiscal year 2012-2013, effective July 1, 2012. The incumbent local exchange companies, competitive local exchange companies, and shared tenant providers shall continue to bill the \$0.11 surcharge for the fiscal year 2012-2013, effective July 1, 2012.

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<sup>10</sup> In lieu of using the reserve account for the estimated revenue shortfall, we could increase the monthly relay surcharge by \$0.03 per access line per month.

<sup>11</sup> IP Relay and VRS users are presently having their relay minutes of use paid through the interstate TRS fund. However, the Federal Communications Commission (FCC) has repeatedly stated that this arrangement is only temporary. The FCC believes Title IV of the Americans with Disabilities Act and its legislative history make it clear that Congress intended for the states to be responsible for the cost recovery for intrastate relay services provided under their jurisdiction.

The FCC has not formally opined on the time frame when the IP Relay and VRS costs will shift to the states or what the intrastate/interstate cost allocation will be. The total monthly responsibility of intrastate IP Relay and VRS costs is estimated to be approximately \$32 million annually. The \$32 million additional IP Relay and VRS costs could increase the annual budget for Florida TRS to over \$43 million and likely exceed the current \$0.25 cap per access line allowed by statute. If this happens, a legislative change may be necessary to either increase the present TRS cap for local exchange company lines or have all carriers such as wireless and VoIP providers charge the surcharge as the federal TRS program does.

In order to minimize the impact of this change on the Florida TRS Fund, we, by Order PSC-06-0469-PAA-TP, issued June 1, 2006, took action for the 2006-2007 FTRI budget year by maintaining a \$0.15 per month TRS surcharge to create a reserve to handle the initial costs of the intrastate VRS and IP Relay cost burden. It is estimated that this will provide a reserve in the Florida TRS fund of \$14,676,291 by the end of the current fiscal year in June 2012. This reserve amount should be enough to cover approximately four to five months of the initial intrastate VRS and IP Relay costs should the FCC make a decision in the next fiscal year.

A comparison of FTRI's 2012-2013 proposed budget, Commission-approved 2012-2013 budget, and the current 2011-2012 estimated revenue and expenditures is shown below.

	FTRI Proposed	Commission	Current
	<u>2012-2013</u>	<u>Approved</u> <u>2012-2013</u>	<u>2011-2012</u>
Operating Revenue:			
Surcharges	\$ 8,979,396	8,979,396	\$9,257,110
Interest Income	33,459	33,459	60,302
NDBEDP	<u>458,832</u>	<u>458,832</u>	0
Total Operating Revenue	\$ 9,471,687	\$ 9,471,687	\$9,317,412
Operating Expenses:			
Relay Provider Services	\$ 4,884,483	\$ 4,791,636	\$ 5,335,285
Equipment and Repairs	2,899,778	2,899,778	2,637,422
Equipment Distribution And Training	1,497,088	1,497,088	1,475,301
Outreach	684,503	684,503	637,673
General & Administrative	1,393,576	1,393,576	1,307,876
NDBEDP	<u>458,832</u>	<u>458,832</u>	0
Total Expenses	\$11,818,260	\$11,725,413	\$11,393,557
Deficit	(2,346,573)	(2,253,726)	
Projected Surplus at June 30, 2013	\$12,293,694	\$12,386,541	

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that an annual budgeted operating revenue of \$9,471,687 and annual budget expenses of \$11,725,413 for the fiscal year 2012-2013, effective July 1, 2012, for the Florida Telecommunications Relay Inc. is hereby approved. It is further

ORDERED that the Telecommunications Relay Service surcharge shall be maintained at \$0.11 per month for the fiscal year 2012-2013 effective July 1, 2012. It is further

ORDERED that the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers shall continue to bill the \$0.11 surcharge for the fiscal year 2012-2013, effective July 1, 2012. It is further

ORDERED that a separate expense category shall be established for the NDBEDP. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-

0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that in the event this Order becomes final, this docket shall be closed.

By ORDER of the Florida Public Service Commission this 25th day of May, 2012.

/s/ Ann Cole

ANN COLE

Commission Clerk

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399

(850) 413-6770

www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

CBM

#### NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on June 15, 2012.

ORDER NO. PSC-12-0257-PAA-TP

DOCKET NO. 040763-TP

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In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.



1820 E. Park Avenue, Suite 101  
Tallahassee, FL 32301  
Voice: 800-222-3448  
TTY: 850-447-5820  
Business: 850-292-1950  
Fax: 850-658-6099  
[www.ftri.org](http://www.ftri.org)

March 30, 2012

Mr. Robert Casey, Public Utilities Supervisor  
Division of Regulatory Analysis  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0868

RE: **FTRI FY 2012/2013 Budget**

Dear Mr. Casey:

I am pleased to forward a copy of the FY 2012/2013 budget that was recently approved by the Florida Telecommunications Relay, Inc. (FTRI) Board of Directors. This budget was reviewed by our Budget Committee and the Board and was adopted by the Board on March 26, 2012.

The budget, with the inclusion of the proposed NDBEDP, as approved by the Board projects total revenues at the current surcharge level of \$.11 to be \$9,471,687 and total expenses to be \$11,818,260. The difference of \$2,346,573 will be transferred from the surplus account, which should be approximately \$14,676,291 at the end of the current fiscal year. Although a surcharge of \$.11 would produce a shortfall in meeting FTRI's operating expenses, we have not proposed to revise the surcharge because we believe there are sufficient funds in the surplus account to offset the difference. Attached is the Income Statement that reflects the proposed FY 2012/2013 budget.

As of February 2012, FTRI has over 465,950 individuals in the client database. It is evident that FTRI and its regional partners are reaching out to meet the telecommunications access needs of residents who are deaf, hard of hearing, deaf/blind, or speech impaired. Outreach continues to be a large part of our efforts and we are planning to sustain these activities in order to continue to reach out to the estimated 3 million potential clients in Florida by creating awareness and telephone independence.

Should you have questions or desire additional information, please do not hesitate to email me at [jforstall@ftri.org](mailto:jforstall@ftri.org).

Sincerely,

A handwritten signature in black ink, appearing to read "James Forstall".

James Forstall  
Executive Director

Enclosure

cc: FTRI Board of Directors



Florida Telecommunications Relay, Inc.  
Fiscal Year 2012/2013 Budget @ .11 cents w/ 1 RDC

	2011/2012 APPROVED BUDGET	2011/2012 ESTIMATED REV & EXPEND	2012/2013 PROPOSED BUDGET	VARIANCE 2011/2012 2012/2013
<b>OPERATING REVENUE</b>				
1 Surcharges	9,553,960	9,257,110	8,979,396	(574,564)
2 Interest Income	84,440	60,302	33,459	(50,981)
3 NDBEDP	0	0	458,832	458,832
<b>TOTAL OPERATING REV</b>	<b>9,638,400</b>	<b>9,317,412</b>	<b>9,471,687</b>	<b>(166,713)</b>
<b>OTHER REVENUE/FUNDS</b>				
4 Surplus Account	11,871,064	14,676,291	12,293,694	422,630
<b>TOTAL REVENUE</b>	<b>21,509,464</b>	<b>23,993,703</b>	<b>21,765,381</b>	<b>255,917</b>
<b>OPERATING EXPENSES</b>				
<b>CATEGORY I - RELAY SERVICES</b>				
5 DPR Provider	5,908,164	5,335,285	4,884,483	(1,023,681)
<b>SUBTOTAL-CATEGORY I</b>	<b>5,908,164</b>	<b>5,335,285</b>	<b>4,884,483</b>	<b>(1,023,681)</b>
<b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>				
6 TDD Equipment	0	0	0	0
7 Large Print TDD's	11,400	5,700	5,700	(5,700)
8 VCO/HCO - TDD	5,000	2,500	6,000	1,000
9 VCO Telephone	13,776	2,595	4,960	(8,816)
10 Dual Sensory Equipment	103,925	70,703	20,000	(83,925)
11 CapTel Phone Equipment	110,000	72,930	88,000	(22,000)
12 VCP Hearing Impaired	2,897,980	2,292,818	2,547,880	(350,100)
13 VCP Speech Impaired	21,516	15,912	18,038	(3,478)
14 TelITalk Speech Aid	54,000	21,600	45,000	(9,000)
15 Jupiter Speaker phone	69,700	20,000	37,500	(32,200)
16 In-Line Amplifier	2,240	500	1,000	(1,240)
17 ARS Signaling Equip	44,051	29,524	29,700	(14,351)
18 VRS Signaling Equip	35,868	17,640	21,000	(14,868)
19 Accessories & Supplies	10,000	10,000	10,000	0
20 Telecomm Equip Repair	79,327	75,000	65,000	(14,327)
<b>SUBTOTAL-CATEGORY II</b>	<b>3,458,783</b>	<b>2,637,422</b>	<b>2,899,778</b>	<b>(559,005)</b>
<b>CATEGORY III - EQUIPMENT DISTRIBUTION &amp; TRAINING</b>				
21 Freight-Telecomm Equip	41,000	35,000	39,000	(2,000)
22 Regional Distr Centers	1,711,662	1,420,301	1,378,088	(333,574)
23 Workshop Expense	10,000	10,000	70,000	60,000
24 Training Expense	15,000	10,000	10,000	(5,000)
<b>SUBTOTAL-CATEGORY III</b>	<b>1,777,662</b>	<b>1,475,301</b>	<b>1,497,088</b>	<b>(280,574)</b>

Florida Telecommunications Relay, Inc.  
Fiscal Year 2012/2013 Budget @ .11 cents w/ 1 RDC

	2011/2012 APPROVED BUDGET	2011/2012 ESTIMATED REV & EXPEND	2012/2013 PROPOSED BUDGET	VARIANCE 2011/2012 2012/2013
<b>CATEGORY IV - OUTREACH</b>				
25 Outreach Expense	737,903	637,673	684,503	(53,400)
<b>SUBTOTAL-CATEGORY IV</b>	<b>737,903</b>	<b>637,673</b>	<b>684,503</b>	<b>(53,400)</b>
<b>CATEGORY V - GENERAL &amp; ADMINISTRATIVE</b>				
26 Advertising	4,000	6,232	5,600	1,600
27 Accounting/Auditing	30,833	25,230	25,392	(5,241)
28 Legal	72,000	72,000	72,000	0
29 Computer Consultation	73,274	73,274	49,560	(23,714)
30 Dues & Subscriptions	4,047	3,988	4,187	140
31 Office Furniture Purchase	2,450	2,450	2,450	0
32 Office Equipment Purchase	8,875	7,550	8,950	75
33 Office Equipment Lease	2,500	2,118	2,330	(170)
34 Insurance-Hlth/Life/Disbty	282,845	267,646	303,215	10,370
35 Insurance-Other	6,900	7,165	7,523	623
36 Office Expense	17,578	15,830	17,413	(165)
37 Postage	19,393	16,020	16,822	(2,571)
38 Printing	3,955	2,630	2,893	(1,062)
39 Rent	102,088	96,148	90,156	(11,932)
40 Utilities	13,013	7,000	8,400	(4,613)
41 Retirement	82,962	72,040	80,960	(2,002)
42 Employee Compensation	578,288	521,853	563,543	(14,745)
43 Temporary Employment	24,000	8,215	21,600	(2,400)
44 Taxes - Payroll	44,725	39,922	43,189	(1,536)
45 Taxes - Unemplmt Comp	6,804	6,805	6,426	(378)
46 Taxes - Licenses	72	62	65	(7)
47 Telephone	24,240	21,854	24,039	(201)
48 Travel & Business	23,439	19,387	22,295	(1,144)
49 Equipment Maint.	1,985	1,540	1,669	(316)
50 Employee Training/Dev	8,415	6,925	7,158	(1,257)
51 Meeting Expense	3,850	4,992	5,741	1,891
52 Miscellaneous Expense	0	0	0	0
<b>SUBTOTAL-CATEGORY V</b>	<b>1,452,331</b>	<b>1,307,876</b>	<b>1,393,576</b>	<b>(58,755)</b>
<b>CATEGORY VI - NDBEDP</b>				
53 NDBEDP - Expense			458,832	
<b>SUBTOTAL-CATEGORY VI</b>			<b>458,832</b>	
<b>TOTAL EXPENSES</b>	<b>13,334,843</b>	<b>11,393,557</b>	<b>11,818,260</b>	<b>(1,975,415)</b>
<b>REVENUE LESS EXPENSES</b>	<b>8,174,621</b>	<b>12,600,146</b>	<b>9,947,121</b>	<b>2,231,332</b>

**AT&T**  
**History of Traditional TRS Billing**  
**Using billable minutes**

	<b>Actual/Estimated FYE-2012</b>	<b>AT&amp;T Projection Fiscal Year End 2013</b>
July	211,598	190,438
August	208,530	187,677
September	186,304	167,674
October	191,357	193,665
November	182,104	187,182
December	183,154	186,386
January	193,841	186,781
February	193,841	169,936
March	193,841	182,447
April	193,841	163,395
May	193,841	160,352
June	193,841	164,549
Total	2,326,093	2,140,482

**FTRI**  
**History of CapTel Billing**  
**Using billable minutes**

	<b>Actual/Estimated</b>	<b>AT&amp;T Projection</b>
	<b>FYE 2012</b>	<b>Fiscal Year End 2013</b>
<b>July</b>	<b>171,787</b>	<b>171,787</b>
<b>August</b>	<b>177,886</b>	<b>177,886</b>
<b>September</b>	<b>165,798</b>	<b>165,798</b>
<b>October</b>	<b>179,471</b>	<b>167,996</b>
<b>November</b>	<b>178,939</b>	<b>171,763</b>
<b>December</b>	<b>186,204</b>	<b>183,308</b>
<b>January</b>	<b>176,681</b>	<b>207,483</b>
<b>February</b>	<b>176,681</b>	<b>173,741</b>
<b>March</b>	<b>176,681</b>	<b>192,347</b>
<b>April</b>	<b>176,681</b>	<b>183,992</b>
<b>May</b>	<b>176,681</b>	<b>177,103</b>
<b>June</b>	<b>176,681</b>	<b>179,769</b>
<b>Total</b>	<b>2,120,171</b>	<b>2,152,973</b>

## **Appendix N – FPSC, AT&T, and FTRI Relay Websites**

# FLORIDA RELAY

## SERVICE CONTRACT

On February 14, 2012, in Docket No. 110013-TP, the Commission selected AT&T Relay as Florida's Relay Service Provider effective June 1, 2012.



- To connect with Florida Relay...  
It's Simple, just dial 711... or dial
- 1-800-955-8771 (TTY/VCO)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCII)
- 1-877-955-8773 (Spanish)
- 1-877-955-5334 (STS)
- 1-877-955-8260 (VCO Direct)
- AT&T Relay Customer Service
  - English: : (V) 800-682-8706, (TTY) 800-682-8786
  - Spanish: (V, TTY) 1-800-855-2886
  - Email: [attcustomercare@att.com](mailto:attcustomercare@att.com)

Florida Relay is the independence link that enables standard telephone users to communicate with people who are Deaf, Hard-of-Hearing, Deaf/Blind or Speech Impaired who use specialized telecommunication devices, such as, a TTY (Text Telephone or TDD).

A Relay Operator (OPR) takes the phone call and acts as your confidential link to reach anybody, anywhere, 24-hours a day, 365 days a year, with no restrictions on the number of calls placed or on the length of calls. There is no charge for making local phone calls. Florida Relay accepts long-distance and international phone calls based on the caller's preference. Many long-distance providers offer discounted rates for long-distance calls through the relay service. It's the responsibility of the relay user (caller) to contact their long-distance provider of choice to see if a discounted rate is available.

Everyday, thousands of Florida residents relay on Florida Relay to make personal and business phone calls. Relay users have different needs and use different features; and users can communicate with other users. Some example of the type of relay users:

Text Telephone (TTY or TDD) - the caller types their phone conversation, the operator (OPR) voices typed words to the hearing person and types back the words being said; the caller reads the text message on the TTY screen and / or paper printout on the TTY.

Voice Carry-Over (VCO) - the caller can speak directly to the hearing person the operator (OPR) types back the words that are being said and the caller reads the text message on the VCO screen (or TTY).

Two-Line VCO - the caller needs two phones or a computer, one line is for speaking and one line is for receiving text messages.

Hearing Carry-Over - the caller listens to the person who is speaking, the operator (OPR) voices text messages to hearing person who speaks directly to HCO user without operator (OPR) interaction.

[Back to Florida Relay Home](#)

## FLORIDA RELAY

Chapter 427 of the Florida Statutes concerning the TELECOMMUNICATIONS ACCESS SYSTEM.

### DEFINITION OF TERMS AND ACRONYMS

- **ADMINISTRATOR** - A nonprofit corporation [427.704(2), F.S.] created by the local exchange telephone companies pursuant to Commission Order No. 24462 dated May 1, 1991.

That nonprofit corporation was created in June of 1991 and is known as Florida Telecommunications Relay, Inc. (FTRI). The Administrator has three basic roles: one is to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider [427.705(1)(d)&(g), F.S.], another is to distribute and maintain the specialized telecommunications devices [417.705(1)(a), F.S.] and the third is to provide community outreach and training on use of the relay service and specialized telecommunications devices [427.705(1)(a)-(b), F.S.]. The FTRI's offices are located in Tallahassee.

- **ADVISORY COMMITTEE** - A group of up to ten (10) individuals recommended by various organizations representing both the telephone industry and individuals with hearing, speech, or dual sensory impairment [427.706, F.S.]. The Advisory Committee's role is to provide input to both the FPSC and the Administrator on the development and operation of the Telecommunications Access System. The Advisory Committee has been actively involved in the implementation of TASA since May 1991. The Advisory Committee has met with the Commission staff on several occasions and also made presentations before the Commission.
- **FCC** - Federal Communications Commission
- **FPSC** - The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the system [427.704(1), F.S.]
- **LEC** - Local Exchange Company. These providers of local exchange telephone service have the responsibility of collecting the surcharge and submitting it to the Administrator.
- **PROVIDER** - The entity that provides the relay service [427.704(3)(a), F.S.]. The FPSC entered into a contract with AT&T to provide the relay service for the three-year period from June 1, 2012 through May 31, 2015. The contract includes four one-year optional contract extensions with AT&T.

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## FLORIDA RELAY

### DEVELOPMENT OF THE TELECOMMUNICATIONS ACCESS SYSTEM

The major implementation issues were dealt with in 1991 and 1992. Since that time, the Telecommunications Access System has been continuing to meet telecommunications needs of the population of Florida. The table below identifies the major steps in development of the Telecommunications Access System.

Date	Event
April 24, 1991	TASA passed legislature
May 1, 1991	First Advisory Committee members named.
May 24, 1991	TASA became law.
June 13, 1991	Florida Telecommunications Relay, Inc. (TASA Administrator) incorporated as a nonprofit association.
July 1, 1991	TASA surcharge set at \$.05 per access line per month.
September 1, 1991	Responsibility for distribution of specialized telecommunications equipment transferred from Florida Council for the Hearing Impaired to Florida Telecommunications Relay, Inc.
September 16, 1991	First specialized telecommunications equipment distributed by FTRI.
August 15, 1991	Relay RFP issued for relay service beginning June 1, 1992.
January 17, 1992	Contract signed with MCI to provide Florida Relay Service.
June 1, 1992	Florida Relay Service formally begins processing relay calls out of the Miami relay center.
July 1, 1992	TASA surcharge increased from \$.05 to \$.10 per access line per month.
September 15, 1992	FPSC request for certification of Florida Relay Service sent to FCC.
July 8, 1993	FCC letter certifying the Florida Relay System as being in compliance with the FCC rules implementing the Americans with Disabilities Act. Certification is in effect from July 26, 1993 through July 25, 1998.
March 31, 1994	Final report of Deaf Service Center Association on results of pilot project on Special Needs.
August 4, 1994	Contract amendment with MCI to extend relay service contract for fourth year from June 1, 1995 to May 31, 1996.
November 1, 1994	TASA surcharge increased from \$.10 to \$.12 per access line per month.
July 1, 1995	TASA surcharge decreased from \$.12 to \$.10 per access line per month.

July 18, 1995	Contract amendment with MCI to extend relay service contract for fifth year from June 1, 1996 to May 31, 1997
July 1, 1996	TASA surcharge increased from \$.10 to \$.12 per access line per month.
August 14, 1996	Relay RFP issued for relay service beginning June 1, 1997.
April 8, 1997	Contract signed with MCI to provide Florida Relay Service for three years. (June 1, 1997 - May 30, 2000)
May 6, 1997	MCI offers a third 800 telephone number for ASCII users.
September 4, 1997	The FPSC, on behalf of the State of Florida, submitted an application for renewal of the certification of the Florida Relay Service by the FCC.
July 1, 1998	TASA surcharge decreased from \$.12 to \$.11 per access line per month.
July 1, 1998	The FPSC submitted its comments to the FCC on several relay issues in CC Docket No. 98-67, Telecommunications Relay Services and Speech to Speech Services for Individuals with Hearing and Speech Disabilities.
July 1, 1999	TASA surcharge decreased from \$.11 to \$.09 per access line per month.
October 7, 1999	Relay RFP issued for relay service beginning June 1, 2000.
January 11, 2000	Sprint selected as Florida's relay provider.
March 30, 2000	MCI assessed liquidated damage for service quality.
June 1, 2000	Sprint became Florida's Relay provider.
July 1, 2000	TASA surcharge decreased from \$.09 to \$.08 per access line per month.
August 2, 2000	MCI assessed additional liquidated damages.
November 7, 2000	The Commission voted to amend the contract with Sprint to incorporate changes mandated by the FCC beginning December 18, 2000.
November 7, 2000	The Commission voted to add Turbo Code as a service offered by Sprint.
May 15, 2001	The Commission voted to add Caller ID as a service offered by Sprint.
June 2001	The Commission received an award from the Florida Association for the Deaf for its service to promote relay advancements for Florida deaf citizens.
July 1, 2001	TASA surcharge increased from \$.08 to \$.12 per access line per month
August 1, 2001	711 used to access relay service in Florida.
May 21, 2002	The Commission voted to extend the Sprint contract for relay services until May 31, 2005.
July 1, 2002	TASA surcharge decreased from \$.12 to \$.08 per access line per month.
October 1, 2002	Applied to the FCC for recertification.
May 19, 2003	FCC Recertification application approved through July 1, 2008
July 1, 2003	TASA surcharge increased from \$.08 to \$.12 per access line per month

March 1, 2004	TASA surcharge increased from \$.12 to \$.13. The Commission voted to include CapTel as a service.
July 1, 2004	TASA surcharge increased from \$.13 to \$.15 per access line per month.
September 21, 2004	Request for Proposals Released for relay service beginning June 1, 2005.
January 4, 2005	The Commission approved staff's recommendation to award the relay service contract to Sprint-Florida, Inc. for a three-year period beginning on June 1, 2005 and ending May 31, 2008.
June 16, 2005	FTRI 2005-2006 budget approved. TASA surcharge maintained at \$0.15 per access line per month.
October 13, 2005	Liquidated Damages assessed against Sprint for failure to meet typing speed requirements of 60 wpm on live relay calls.
February 7, 2006	Contract amended to reflect new FCC answer time requirements.
June 26, 2006	FTRI 2006-2007 budget approved. TASA surcharge maintained at \$0.15 per access line per month.
November 21, 2006	Contract amended to eliminate requirement that CA shall not inform the telephone user that the TDD user is hearing or speech disabled unless the TDD user asks the CA to do so.
June 25, 2007	FTRI 2007-2008 budget approved. TASA surcharge reduced from \$0.15 to \$0.11 per access line per month.
September 11, 2007	The Commission approved a one-year contract option extension with Sprint Relay beginning June 1, 2008.
May 6, 2008	FTRI 2008-2009 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
July 1, 2008	The Commission approved a one-year contract option extension with Sprint Relay beginning June 1, 2009.
May 5, 2009	FTRI 2009-2010 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
June 30, 2009	The Commission approved a one-year contract option extension with Sprint Relay beginning June 1, 2010.
March 2, 2010	The Commission removed roaming and guest options for Florida CapTel phone service.
May 4, 2010	FTRI 2010-2011 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
June 15, 2010	The Commission approved a one-year contract option extension with Sprint Relay beginning June 1, 2011.
May 24, 2011	FTRI 2011-2012 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
February 14, 2012	The Commission awarded the Florida relay service contract to AT&T Relay for a three-year period beginning on June 1, 2012 and ending May 31, 2015.
May 8, 2012	FTRI 2012-2013 budget approved. TASA surcharge maintained at \$0.11 per access line per month.

## FLORIDA RELAY

### TASA ADVISORY COMMITTEE

#### MEETINGS:

The next TASA Advisory Committee is tentatively scheduled for October 2012.

- Transcript of TASA meeting on October 28, 2011 (PDF file size 5MB)
- Transcript of TASA meeting on April 27, 2012 (PDF file size 10.1MB)

#### MEMBERS:

<b>Mr. Steve Howells</b> Disability Rights Florida 2671 Executive Center Circle, W., Suite 100 Tallahassee, FL 32301-5024 (800) 342-0823 - Voice (800) 346-4127 - TDD/TTY (850) 488-8640 - Fax <a href="mailto:s.howells@advocacycenter.org">s.howells@advocacycenter.org</a>	<b>Ms. Kim Schur, AUD</b> Director Center for Hearing and Communication 2900 West Cypress Creek Road Suite 3 Ft. Lauderdale, FL 33309 (954) 601-1930 - Voice/TTY (954) 601-1399 - Fax (866) 954-2681 - VRS <a href="mailto:kschur@chchearing.org">kschur@chchearing.org</a>
<b>Jon Ziev</b> Florida Association of the Deaf, Inc. 17105 Cypresswood Way Clermont, FL 34714 <a href="mailto:USFJON@aol.com">USFJON@aol.com</a>	<b>Cheryl Rhodes</b> Florida Deaf/Blind Association 500 Northfield Lane The Villages, FL 32162 (352) 751-5469 - TTY <a href="mailto:live.oak@comcast.net">live.oak@comcast.net</a>
<b>Becki Edmonston</b> Verizon - South Area Region 106 East College Avenue Suite 710 Tallahassee, Florida 32301-7721 (850) 681-3756 (850) 222-2912 - Fax <a href="mailto:rebecca.edmonston@verizon.com">rebecca.edmonston@verizon.com</a>	<b>Maryrose Sirianni</b> BellSouth Telecommunications, Inc., d/b/a AT&T Florida 150 South Monroe Street Suite 400 Tallahassee, Florida 32301 (850) 577-5553 (850) 222-8640 - Fax <a href="mailto:ms8675@att.com">ms8675@att.com</a>
<b>Richard Herring</b> 1317 Caloosa Lake Court Sun City, Florida 33573-4869 (813) 642-0558 - TTY	<b>Louis J. Schwarz</b> Florida Association of the Deaf, Inc. 2172 Blackville Drive The Villages, FL 32162-1404 (301) 242-9033 - Text Relay

(813) 633-3258 - Fax <a href="mailto:rhmann@tampabay.rr.com">rhmann@tampabay.rr.com</a>	(866) 824-4228 - Video Relay <a href="mailto:deafbowtie@gmail.com">deafbowtie@gmail.com</a>
<b>Chris Littlewood</b> Project Coordinator II St. Petersburg College Center for Public Safety Innovation National Terrorism Preparedness Institute (727) 341-4109 - CapTel (727) 341-4524 - Fax (727) 498-2059 - VP <a href="mailto:littlewood.chris@spcollege.edu">littlewood.chris@spcollege.edu</a>	

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## FLORIDA RELAY

### Florida PSC Staff Contacts:

<b>Bob Casey, Public Utilities Supervisor</b> Division of Regulatory Analysis (850) 413-6974 - Voice (850) 413-6975 - Fax <a href="mailto:bcasey@psc.state.fl.us">bcasey@psc.state.fl.us</a>	<b>Cindy Miller, Attorney</b> Office of the General Counsel (850) 413-6082 - Voice (850) 413-6083 - Fax <a href="mailto:cmiller@psc.state.fl.us">cmiller@psc.state.fl.us</a>
<b>Curtis Williams, Regulatory Analyst IV</b> Division of Regulatory Analysis (850) 413-6924 - Voice (850) 413-6925 - FAX <a href="mailto:cjwillia@psc.state.fl.us">cjwillia@psc.state.fl.us</a>	<b>Sakina Deas, Research Assistant</b> Division of Regulatory Analysis (850) 413-6504 - Voice (850) 413-6505 - FAX <a href="mailto:sdeas@psc.state.fl.us">sdeas@psc.state.fl.us</a>

### Other Contacts:

<b>Florida Telecommunications Relay, Inc.</b> Mr. James Forstall, Executive Director 1820 E. Park Avenue, Suite 101 Tallahassee FL 32301 (850) 888-292-1950 Ext. 230 - Voice/TTY (800) 222-3448 - Voice (888) 447-5620 - TTY (850) 656-6099 - FAX <a href="mailto:jforstall@ftri.org">jforstall@ftri.org</a>	<b>AT&amp;T Relay</b> Sidney Minnick Senior Marketing Manager 311 S. Akard St. Dallas TX 75202 (214) 464-6858 - Voice (214) 745-4802 - Fax <a href="mailto:sidney.minnick.jr@att.com">sidney.minnick.jr@att.com</a>
--	--

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**Florida Telecommunications Relay, Inc.  
Monthly TASA Surcharge Collection Report**

From: \_\_\_\_\_  
(Company Name)

Florida Company Code: \_\_\_\_\_ For Reporting Period: \_\_\_\_\_

Date TASA remitted to FTRI: \_\_\_\_\_ Remitted by: Check # \_\_\_\_\_

**Number of lines billed @ \$.11 each:**  
(\$.11 beginning July 1, 2008)

\_\_\_\_\_

Was the surcharge prorated on any access lines?

\_\_\_\_\_

1. Total - Surcharge billed	\$	_____
2. (Less) Surcharge not collected	\$	_____
3. (Plus) Surcharge collected (attributed to prior period)	\$	_____
4. Subtotal	\$	_____
5. (Less) 1% of Surcharge collected	\$	_____
6. Total - Remitted to FTRI (TASA fund administrator)	\$	_____

Prepared by: \_\_\_\_\_ Phone: \_\_\_\_\_

Signed by: \_\_\_\_\_ Email: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Please remit payment with form to:*

**Florida Telecommunications Relay, Inc.  
c/o Accounts Receivable Department  
1820 E. Park Avenue, Suite 101  
Tallahassee, FL 32301**

**Phone: 850-205-1470 ext. 224  
Fax: 850-656-6099  
Email: [accountsreceivable@ftri.org](mailto:accountsreceivable@ftri.org)**

Revised March 2011

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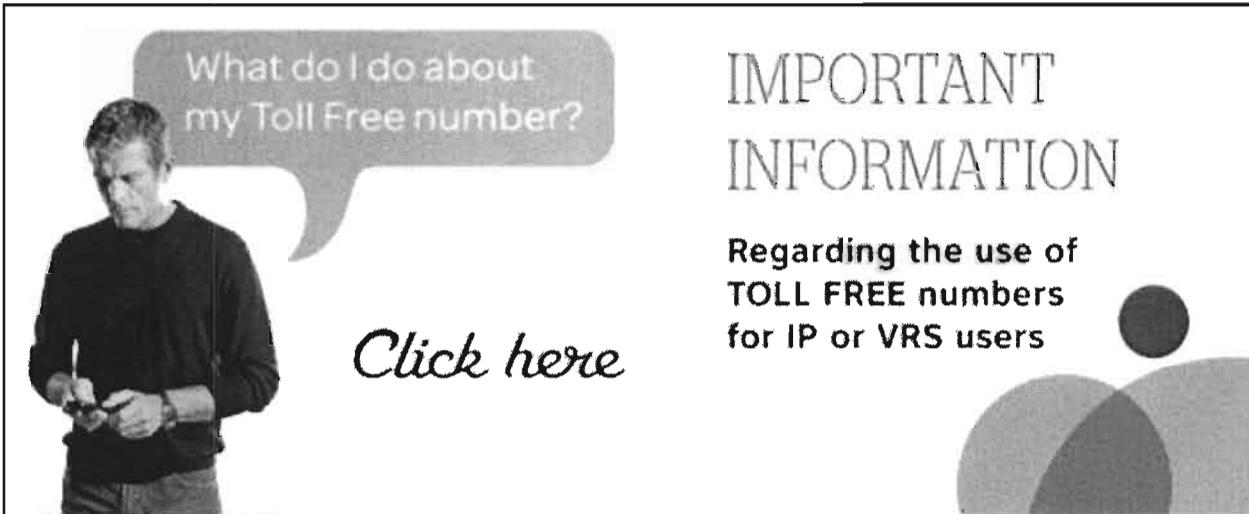
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## AT&T Relay Services

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- [Services](#)

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- [State Programs](#)
- [Choose Your Relay](#)
- [Discount Text Phone Plan](#)



What do I do about my Toll Free number?

*Click here*

**IMPORTANT INFORMATION**

**Regarding the use of TOLL FREE numbers for IP or VRS users**

### CapTel

Captioned Telephone

CapTel is a free phone captioning service for web, mobile and home.

[Learn More](#)

[Learn More](#)

## IM

### Instant Message Relay

Individuals can now make relay calls from AOL Instant Messenger (AIM).

[Learn More](#)

## TTY

### Teletypewriter Relay

TTY relay is for individuals who prefer to use a TTY device to communicate with a hearing person.

[Learn More](#)

## STS

### Speech to Speech Relay

STS relay allows consumer's with speech loss to communicate over

[Learn More](#)

At AT&T we have a long history of providing TTY and IM Relay Services.

[Learn About IM Relay](#)

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- [Terms and Conditions](#)

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What is CapTel?

CapTel is a free phone captioning service for web, mobile, and home.

[Read More](#)

How CapTel Works

Watch how-to videos to see CapTel in action.

[Read More](#)

Get Started with CapTel

[Register for WebCapTel](#) [Download Mobile App](#) [Buy CapTel Phone](#)

[Questions About CapTel?](#)

[Call Us 1-877-401-8668](#)

[Email Us](#) [Get Answers](#)

Choose Your CapTel

See captions on your phone just like your TV.

[Get One](#)

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Call to Order  
**1-877-401-8668**

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#### **Web**

See captions online and listen on your phone.

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#### **Home**

Follow captions on a CapTel phone display.

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## AT&T Relay Services

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STS Training Line

STS Relay is for individuals with speech disabilities or have difficulty being understood on the phone.

### [Introduction to STS Relay](#)

Know when you are receiving a STS call. Incoming calls will have a standard greeting from AT&T. Read more below.

### [Recognizing an Incoming STS Call](#)

It is just as easy to place a call to a STS user as it is to receive a call from a STS user.

### [Calling Tips](#)

### [How to Call A STS User](#)

Watch videos about STS Relay Service and learn more about this helpful service. Content is courtesy of Dr. Segalman.

### [Video: How Does STS Work?](#)



**1 on 1:** Schedule a 1 on 1 STS training session with Customer Care Reps.



**Live Help:** Get live help. AOL Instant Messenger required.



**FAQs:** Get answers to commonly asked questions about STS relay.

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There are many ways to communicate with TTY Relay Service. Learn how relay service can be customized to an individuals needs.

[Overview of TTY Relay Services](#)

Step by step instructions on all forms of TTY calls from Voice Carry Over (VCO), Hearing Carry Over (HCO), and speech to speech (STS) calls.

[Instructions](#)

Helpful TTY etiquette and tips for using relay services.

[TTY Abbreviations](#)

[TTY Tips](#)

Get answers to frequently asked questions about relay services

[TTY FAQs](#)



AT&T provides traditional relay services for Deaf, hard of hearing, and speech loss individuals who use a teletypewriter, or TTY, as a communications device. We are currently the relay service provider for various states around the nation. Explore our state pages today!

[AT&T State 711 Programs](#)

Tips

- [TTY Relay](#)
- [IP Relay](#)
- [IM Relay](#)

More questions or comments?

[Feedback](#)

AT&T Relay Customer Profile

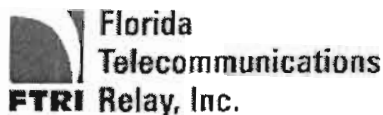
Set up your AT&T Relay Profile here.

[Start Now](#)

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Connecting People to People



## UPCOMING EVENTS

August 16, 2012 - 10:00 AM to 12:00 PM

Palm Harbor Community Center

Palm Harbor: 727-853-1010

August 16, 2012 - 12:00pm to 3:30pm

Jan Platt Library

Tampa: 727-399-9983

[More events...](#)

## WHAT'S NEW

FTRI OFFERS SEVERAL AMPLIFIED TELEPHONES

FTRI offers a variety of amplified telephones to meet the need of persons with a mild, moderate, or severe hearing loss. To learn more about the different types of amplified telephone please click on the telephone icon. These amplified telephones are available at all of the 25 Regional Distribution Centers located throughout the state. Use our [Find A Location](#) option to locate the nearest RDC in your area.

## FIND OUT MORE ABOUT FTRI



## NEWSLETTER



Read about the improved cordless telephone in the most recent Florida Link newsletter.

[Old newsletters...](#)

Join FTRI on Facebook



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## Equipment

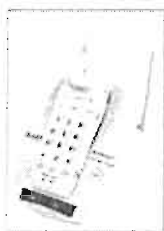
### AMPLIFIED PHONES



XLC2

This cordless phone allows an individual with moderate to severe hearing loss the benefits of increased volume, clarity and portability.

- 48dB amplification
- 90dB adjustable ring volume
- 2.5 or 3.5mm audio output jack
- Memory dial
- 3 Tone settings
- Hearing aid compatible
- Backlit keypad with large buttons
- Powered by AC adapter or battery backup



W425 Pro Amplified Cordless Phone

This cordless phone allows a hard of hearing individual the benefits of both increased volume and portability.

- 37dB amplification
- Tone control
- 2.5mm audio output jack
- Visual ringer in handset and base
- Backlit keypad with large buttons
- Powered by AC adapter



XL-50 Amplified Phone

This corded phone allows hard of hearing individuals to increase the volume of incoming sound through the handset.

- Up to 60dB amplification
- 4 Tone control settings
- DCP technology to optimize performance
- 95dB adjustable ring volume
- 3.5mm audio output jack
- Memory dial
- Backlit keypad with large buttons
- Powered by AC adapter or battery backup



XL-40 Amplified Phone

This corded phone allows hard of hearing individuals to increase the volume of incoming sound through the handset.

- 40dB amplification
- 95dB adjustable ring volume
- 3.5mm audio output jack
- Memory dial
- Tone control
- Backlit keypad with large buttons
- Powered by AC adapter or battery backup



CSC-40 Amplified Phone

This corded telephone provides incoming amplification for hard of hearing users without an AC adapter.

- 40dB amplification
- 85dB adjustable ring volume
- 12dB outgoing speech amplification
- Memory dial
- Tone Control
- Powered by phone line or battery backup



XL-T Amplified Phone

This phone amplifies outgoing voice for a speech impaired individual as well as the incoming sound for an individual with hearing loss.

- 26dB outgoing speech amplification and 40dB incoming amplification
- 95dB adjustable ring volume

- 3.5mm audio output jack
- Memory dial
- Large keypad
- Tone control
- Powered by AC adapter

#### TTYS (TEXT TELEPHONES)



425 TTY

- Computer-style keyboard
- Built-in printer
- Visual ringer
- Keyboard dialing
- Auto-answer
- E-turbo



4400 TTY

- Sticky key feature (for single-handed typing)
- Visual ringer
- TTY announcer
- 32K memory to review conversations
- Built-in printer
- Keyboard dialing

#### VOICE CARRY-OVER (VCO) PHONES



VCO Phone

This phone allows a severely hard of hearing user to speak for themselves and read the other party's response.



- 26dB amplification
- 85dB adjustable ring volume
- 2-line LCD display screen
- Memory dial
- Tone control
- Backlit keypad with large buttons



Captioned Telephone (CapTel®)

This telephone enables a severely hard of hearing user to speak for themselves and read the incoming response.

- 35dB amplification
- Review captions from previous calls
- Adjustable tone and volume control
- Memory dial
- 2.5 and 3.5 mm audio output jacks

For more information about the CapTel please contact FTRI at 800-222-3448.

#### HEARING CARRY-OVER (HCO) PHONES



Uniphone

This phone enables speech impaired users to listen to a conversation and then type back a response.

- Can be used as a standard telephone, HCO phone, VCO phone or TTY
- 2-line LCD display screen
- Computer-style keyboard
- 8K memory to review conversations
- Printer port
- Memory dial
- Backlit display

#### IN-LINE AMPLIFIERS



HA-40

This battery powered amplifier connects to most corded telephones providing hard of hearing users the ability to increase the volume of incoming speech through the handset.

- 40dB amplification
- Connects to any standard phone
- Amplify boost button
- Powered by 9V battery
- Adjustable volume and tone control
- Portable



CS-IL40

This battery powered amplifier connects to most corded telephones providing hard of hearing users the ability to increase the volume of incoming speech through the handset.

- 40dB amplification
- Connects to any standard phone
- Amplify boost button
- Powered by 9V battery
- Adjustable volume and tone control
- Portable

#### RINGERS



SR-200 Audio Ringer

Rings simultaneously when the phone rings alerting a hard of hearing user of an incoming call.

- 95dB amplification
- Connects to any standard phone
- Adjustable volume and tone control
- Choose from four ring patterns
- Powered by AC adapter or battery backup



TR75 Visual Ringer

Makes a lamp flash on and off providing a Deaf individual a visual cue that the phone is ringing.

- Lamps flash to signal ringing telephone
- 2 units per package (one main unit, one remote unit for use in other room)
- Connects to any standard lamp and phone



**Tactile Ringer**

This ringer vibrates to alert a Deaf and Blind user that the phone is ringing.

- Pager to be carried by user
- Remote unit to attach to braille TTY

#### **SPECIALIZED TELEPHONES (PROVIDED ON A CASE BY CASE BASIS)**



**TeliTalk**

This phone allows an individual with a Laryngectomy to speak on the phone using a built in speech aid.

- Built in speech aid
- Headset with built in microphone
- Speakerphone for hands free use
- Memory dial

**RC 200 Speakerphone**

This phone allows an individual who is Hard of Hearing or Speech Impaired and unable to hold the receiver (handset) the ability to use a speakerphone to communicate.

- Hands free dialing
- Hands free answer and hangup
- 20 programable numbers
- Remote control and/or air switch for hands free operation

**Deaf/Blind Communicator**

This telephone enables a Deaf and Blind individual to type and then read the response using a refreshable braille keypad

- 32 cell refreshable Braille display
- Available in either Nine-key Braille keyboard or Qwerty keyboard
- Speech output

- Effortless thumb navigation by line, sentence, or paragraph
  - One-handed mode for people with limited mobility
  - Context sensitive help and indexed user guide
  - Serves as a Braille display for PC's screen reader
  - Weight: 1.3kg / 2.9lb
- Dimensions: 25cm x 15.5cm x 5cm / 9.9" x 6.1" x 2"

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## What is the Florida Relay Service 711?

*The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay, dial 7-1-1, or use the appropriate toll free numbers*

- 1-800-955-8771 (TTY)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCII)
- 1-877-955-8260 (VCO-Direct)
- 1-877-955-5334 (STS)
- 1-877-955-8773 (Spanish)

Relay Choice Profile link <https://www.relaycall.com/Profile/login.cfm>

Completing a Relay Choice Profile/Relay Customer Profile e-form enables AT&T to speed up your call. If you need help completing this e-form, please contact AT&T's National Customer Care Center at 800-682-8786 (TTY) or 800-682-8706 (Voice) or 888-288-2184 (Fax). All the information you provide will be kept confidential.

## Emergency Assistance

- *In case of an emergency, Relay users should call 9-1-1 directly or the emergency services center in their community*
- *If a relay user attempts to dial 9-1-1 through the Florida Relay Service the Relay Operator will transfer to the call to the nearest Public Safety Answering Point (PSAP), but remember: calls placed directly to emergency service 9-1-1 will save valuable time in urgent situations.*

## Customer Service

Florida Relay customer service is available 24 hours a day 365 days a year.

### English

1-800-682-8786 (TTY)

1-800-682-8706 (Voice)

[rm-attcustomer@att.com](mailto:rm-attcustomer@att.com) (Email)

### Spanish

1-800-855-2886 (Voice/TTY)



## WHAT IS THE FLORIDA RELAY SERVICE?

The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind or Speech Disabled. Through the Florida Relay Service people who use specialized telephone equipment, such as a TTY (Text Telephone) can communicate with people who use standard telephones.

**Florida Telecommunications FTRI Relay, Inc.**

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Tallahassee, FL 32301  
1-800-222-3448 (Voice) 1-888-447-5620 (TTY)

**www.ftri.org**

### USER FRIENDLY FEATURES

- Toll-free access calling
- Available 24 hours a day, 365 days a year
- No restrictions on the number or length of calls
- No charge for local calls

*Using Relay to call my grandmother usually gets me to the beach!*



# DIAL 7-1-1

# to use relay anywhere

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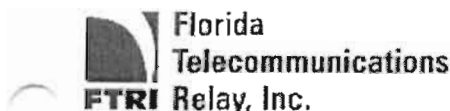


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## Links

### Organizations/Associations

- [Able Trust](#)
- [Alexander Graham Bell Association for the Deaf and Hard of Hearing](#)
- [Area Agency on Aging for North Florida \(Aging Resource Center\)](#)
- [Deaf Service Center Association](#)
- [Florida Association of Speech-Language Pathologists & Audiologists \(FLASHA\)](#)
- [Florida Association of the Deaf \(FAD\)](#)
- [Florida Coordinating Council for the Deaf and Hard of Hearing \(FCCDHH\)](#)
- [Florida Deaf-Blind Association \(FDBA\)](#)
- [Florida Laryngectomy Association](#)
- [Florida Society of Hearing Healthcare Professionals \(FSHHP\)](#)
- [Hearing Loss Association of America - National \(HLAA\)](#)
- [Hearing Loss Association of America - Florida \(HLA-FL\)](#)
- [Helen Keller National Center](#)
- [Manufacturer's Association of Assistive Listening Devices \(MAALD\)](#)
- [National Association of the Deaf \(NAD\)](#)
- [National Association of State Relay Administration](#)
- [TDI Online](#)
- [Telecommunications Equipment Distribution Program Association \(TEDPA\)](#)

### State/Government

- [Florida Division of Vocational Rehabilitation Services](#)
- [Florida Public Service Commission](#)
- [Lifeline Assistance Program and Linkup Florida](#)
- [MyFlorida.com](#)

### Schools/Education

- [Florida School for the Deaf and Blind](#)
- [Oral Deaf Education](#)
- [National Deaf Academy](#)

### Regional Distribution Centers

- [Area Agency on Aging for North Florida](#)
- [Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties](#)
- [Center for Hearing and Communication](#)
- [Center for Independent Living in Broward County](#)
- [Center for Independent Living of Central Florida](#)
- [Center for Independent Living of North Central Florida](#)
- [Center for Independent Living of South Florida](#)
- [Central Florida Speech and Hearing Center](#)
- [CIL Disability Resource Center](#)
- [Deaf and Hard of Hearing Services](#)
- [Deaf and Hard of Hearing Services of Lake and Sumter Counties](#)
- [Deaf and Hard of Hearing Services of NW Florida](#)
- [Deaf and Hearing Connection of Tampa Bay](#)
- [Deaf and Hard of Hearing Services of the Treasure Coast](#)
- [Deaf Service Center of Palm Beach County](#)
- [Deaf Service Center of SW Florida](#)
- [Disability Resource Center, Inc.](#)

- [disAbility Solutions for Independent Living](#)
- [Easter Seals Volusia & Flagler Counties](#)
- [Hearing and Speech Center of Florida](#)
- [Independent Living Resource Center of NE Florida](#)
- [Space Coast Center for Independent Living](#)

## Equipment Manufacturers

- [Clarity](#)
- [ClearSounds](#)
- [Sonic Alert](#)
- [Ultratec](#)

## Relay

- [AT&T Relay](#)
- [AT&T CapTel](#)

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## Find a business in your area

See the businesses that have already become "Relay Friendly." Select your city or the type of business you want to see.

Business type:

-- All types --

City:

-- All of Florida --

Search

## Florida Businesses: Don't Hang Up! Do Business! Sign up here to become a Florida Relay Business Partner

Would you be upset if you tried to call a business and they kept hanging up on you? Thousands of Floridians who are Deaf, Hard of Hearing, Deaf/Blind, and Speech Disabled experience this frustration every day because so many businesses in the State of Florida do not understand how to accept a telephone call from the Florida Relay Service.

Florida Relay is a public service that allows people who have a hearing loss or speech disability to communicate over the phone. A Relay operator serves as the communications link, between people who use specialized telephones and people that use standard phones.

### Specialized Telephone User



1. TTY user dials 711 to connect to the Relay service and then types his/her message

### Relay Operator



2. Operator reads and voices the typed message and then listens and types the spoken message

### Standard Telephone User



3. Voice user listens and then speaks back for his/her reply

So stop burning up profits and become "Relay Friendly" today! If you answer the phone and hear, "Florida Relay Operator 2679, have you received a relay call before?" Don't Hang Up, Do Business, because someone is calling you though the Florida Relay.

**Sign up now to become a "Relay Friendly" business partner and receive the following at absolutely No Cost:**

- Training material for you and your employees
- Advertising on the FTRI website, so that Relay users in your area can contact you.
- Reproducible artwork which can be incorporated into your current marketing plan, such as brochures and fliers.
- A press release to announce your "Relay Friendly" status to the public.
- A certificate to hang up in your place of business.

**Become a Business Partner**

*or are you already a FTRI Business Partner?*

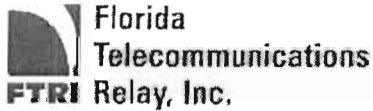
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## About Us

Florida Telecommunications Relay, Inc. (FTRI) is a statewide non profit 501(c)3 organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Disabled. FTRI is also responsible for the education and promotion of the Florida Relay Service.

The Florida Legislature passed the Telecommunications Access System Act (TASA F.S. 427) in 1991. The intent of TASA is to provide basic telecommunications services for Hard of Hearing, Deaf, Deaf/Blind, and Speech Disabled individuals, in the most cost effective way possible. TASA mandates that the FTRI equipment distribution program and the Florida Relay Service be funded by a monthly surcharge billed to all telephone customers (landlines) in the State of Florida. The specialized telephone equipment and ring signaling devices provided through this program are loaned to all qualified permanent Florida residents for as long as they need it, at no charge.

## Customer Service

FTRI is committed to making sure all clients receive excellent service. If you have a concern or comment about any service you receive from FTRI or any of its Regional Distribution Centers, please contact us at 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY), Monday - Friday, 8:30 a.m. - 5:00 p.m. Or you can write to us at:

**Florida Telecommunications Relay, Inc.**  
**Attn: EDP Manager**  
**1820 East Park Avenue**  
**Suite 101**  
**Tallahassee, FL 32301**

## Florida Public Service Commission

The Florida Public Service Commission (FPSC) regulates Florida's utilities and is responsible for overseeing TASA. If you have a problem or question, you can contact the FPSC for assistance.

**To Call the FPSC:** Dial 1-800-342-3552 (Voice), menu only. TTY users must call through Florida Relay (7-1-1) and call the 800 number mentioned above. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

**If writing, mail to:**  
 Florida Public Service Commission  
 Division of Consumer Affairs  
 2540 Shumard Oak Blvd.  
 Tallahassee, FL 32399  
 FAX Number: 1-800-511-0809

**On the web:**  
[FPSC Home Page](#)  
[FPSC Complaint Page](#)

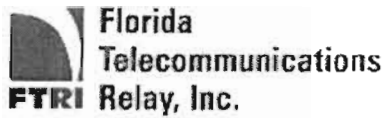
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Spread the Word



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## Find a Location

We have over 25 locations around the state of Florida that will help you with your specialized phones or host events. Choose a location nearest you by clicking on the map, selecting the city nearest to you from the list to the right, or search by zip code.

Find by Zip Code

Search



- [Crystal River](#)
- [Daytona Beach \(Dunn Ave\)](#)
- [Fort Myers](#)
- [Ft. Lauderdale \(W. Cypress Creek Road\)](#)
- [Ft. Lauderdale \(North State Road 7\)](#)
- [Gainesville](#)
- [Jacksonville](#)
- [Jensen Beach](#)
- [Lakeland](#)
- [Largo](#)
- [Leesburg](#)
- [Miami \(Biscayne Blvd\)](#)
- [Miami \(SW 72 Street\)](#)
- [Ocala \(NE 24th Street\)](#)
- [Ocala \(SW Hwy 200\)](#)
- [Panama City](#)
- [Pensacola](#)
- [Port Richey](#)
- [Punta Gorda](#)
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## **Appendix O – TASA Advisory Board**

## FLORIDA RELAY

### TASA ADVISORY COMMITTEE

#### MEETINGS:

The next TASA Advisory Committee is tentatively scheduled for October 2012.

- [Transcript of TASA meeting on October 28, 2011](#) (PDF file size 5MB)
- [Transcript of TASA meeting on April 27, 2012](#) (PDF file size 10.1MB)

#### MEMBERS:

<b>Mr. Steve Howells</b> Disability Rights Florida 2671 Executive Center Circle, W., Suite 100 Tallahassee, FL 32301-5024 (800) 342-0823 - Voice (800) 346-4127 - TDD/TTY (850) 488-8640 - Fax <a href="mailto:s.howells@advocacycenter.org">s.howells@advocacycenter.org</a>	<b>Ms. Kim Schur, AUD</b> Director Center for Hearing and Communication 2900 West Cypress Creek Road Suite 3 Ft. Lauderdale, FL 33309 (954) 601-1930 - Voice/TTY (954) 601-1399 - Fax (866) 954-2681 - VRS <a href="mailto:kschur@chchearing.org">kschur@chchearing.org</a>
<b>Jon Ziev</b> Florida Association of the Deaf, Inc. 17105 Cypresswood Way Clermont, FL 34714 <a href="mailto:USFJON@aol.com">USFJON@aol.com</a>	<b>Cheryl Rhodes</b> Florida Deaf/Blind Association 500 Northfield Lane The Villages, FL 32162 (352) 751-5469 - TTY <a href="mailto:live.oak@comcast.net">live.oak@comcast.net</a>
<b>Becki Edmonston</b> Verizon - South Area Region 106 East College Avenue Suite 710 Tallahassee, Florida 32301-7721 (850) 681-3756 (850) 222-2912 - Fax <a href="mailto:rebecca.edmonston@verizon.com">rebecca.edmonston@verizon.com</a>	<b>Maryrose Sirianni</b> BellSouth Telecommunications, Inc., d/b/a AT&T Florida 150 South Monroe Street Suite 400 Tallahassee, Florida 32301 (850) 577-5553 (850) 222-8640 - Fax <a href="mailto:ms8675@att.com">ms8675@att.com</a>
<b>Richard Herring</b> 1317 Caloosa Lake Court Sun City, Florida 33573-4869 (813) 642-0558 - TTY	<b>Louis J. Schwarz</b> Florida Association of the Deaf, Inc. 2172 Blackville Drive The Villages, FL 32162-1404 (301) 242-9033 - Text Relay



(813) 633-3258 - Fax <a href="mailto:rhmann@tampabay.rr.com">rhmann@tampabay.rr.com</a>	(866) 824-4228 - Video Relay <a href="mailto:deafbowtie@gmail.com">deafbowtie@gmail.com</a>
<b>Chris Littlewood</b> Project Coordinator II St. Petersburg College Center for Public Safety Innovation National Terrorism Preparedness Institute (727) 341-4109 - CapTel (727) 341-4524 - Fax (727) 498-2059 - VP <a href="mailto:littlewood.chris@spcollege.edu">littlewood.chris@spcollege.edu</a>	

[Back to Florida Relay Home](#)

## **Appendix P – Notifications of Substantive Changes**

**Bob Casey**

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**From:** Bob Casey  
**Sent:** Wednesday, November 30, 2011 3:57 PM  
**To:** 'TRS\_POC@fcc.gov'  
**Cc:** Beth Salak; Bob Casey; Cindy Miller  
**Subject:** CG Docket No. 03-123 - Notification of Substantive Change to Florida TRS Program - Removal of CapTel Roaming and Guest Options

*In accordance with 47 C.F.R. §64.605(f), Florida notifies the Federal Communications Commission that there has been a substantive change in Florida's Telecommunications Relay Service program. By Commission Order PSC-10-0152-PAA-TP, Florida no longer allows roaming or guest options for its CapTel program. Although the FCC has not made CapTel a mandatory service as part of the certification standard, it has ruled that CapTel is a telecommunications relay service. The Florida TRS program continues to meet federal minimum standards after implementing the substantive change.*

*If you have any questions, please feel free to contact Bob Casey at (850) 413-6974. Thank you.*

Robert J. Casey  
Public Utilities Supervisor  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
bcasey@psc.state.fl.us  
(850) 413-6974  
Fax (850)413-6975

**Bob Casey**

**From:** Bob Casey  
**Sent:** Thursday, May 31, 2012 8:16 AM  
**To:** 'TRS\_POC@fcc.gov'  
**Cc:** Beth Salak; Cindy Miller; Bob Casey; Bob Trapp; Curtis Williams; Gregory Hlibok (Gregory.Hlibok@fcc.gov)  
**Subject:** CG Docket No. 03-123 - Notification of Substantive Change to Florida TRS Program - New Relay Provider

*In accordance with 47 C.F.R. §64.606 (f), the Florida Public Service Commission (FPSC) notifies the Federal Communications Commission that there will be a substantive change in Florida's Telecommunications Relay Service program. On February 14, 2012, the FPSC awarded AT&T Relay a contract to provide relay service for a period of three years beginning June 1, 2012. The transition from Sprint Relay to AT&T Relay will occur at midnight on May 31, 2012. The contract includes four one-year options after the initial three-year period. As of June 1, 2012, the Florida Relay program will discontinue French Creole relay service. The Florida TRS program will continue to meet federal minimum standards after implementing the substantive change.*

*We request that the following changes be made to the Florida TRS Page on the FCC Web site:*

**TRS Telephone Numbers**

(Service Provider: ~~Sprint~~ AT&T)

Customer Service #: ~~1-800-955-8013(V/T)~~

English: 800-855-2881 (V), 800-855-2880 (T)

Spanish: 800-855-2885 (V), 800-855-2884 (T)

- ~~1-800-955-8770(V)~~
- ~~1-800-955-8771(T)~~
- ~~1-877-955-5334(STS)~~

**Contact for TRS Complaints:**

Division of ~~Service~~, Safety, Reliability, and Consumer Assistance, Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

Telephone numbers: 850-413-6100; Complaint Line (Voice): 800-342-3552

Florida Relay Service: TDD ASCII 800-955-1339; TDD Baudot 800-955-8771; Voice 800-955-8770; Spanish Service 877-955-8773; STS 877-955-5334; VCO Direct 877-955-8260

Customer Service ~~800-676-3777~~ 800-855-2881; Spanish Service ~~877-955-8773~~ 800-855-2885

~~French Creole Service 877-955-8707~~; Toll Free Fax: 800-511-0809

E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Web Address: [www.floridapsc.com](http://www.floridapsc.com) Correspondence: Division of ~~Service~~, Safety, Reliability, and Consumer Assistance

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850

Contact Telephone numbers:

Primary contact: Bob Casey 850-413-6974; Fax: 850-413-6975; E-mail: [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us)

Curtis Williams 850-413-6924; Fax 850-413-6925; E-mail [cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us)

Cindy Miller 850-413-6082; Fax: 850-413-6083; E-mail: [cmiller@psc.state.fl.us](mailto:cmiller@psc.state.fl.us)

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*If you have any questions, please feel free to contact Bob Casey at (850) 413-6974. Thank you.*

*Robert J. Casey  
Public Utilities Supervisor  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
bcasey@psc.state.fl.us  
(850) 413-6974  
Fax (850)413-6975*